T.E.A.M.^{2} LEADER

TEAM LEADER

STAR CAST TRAINING MANUAL

Confucius said,
"What I hear, I forget;
What I see, I remember,
But what I do, I understand."

OCTOBER 1996

TABLE OF CONTENTS

	PAGE
INTRODUCTION	1-6
THE ROLE OF A TRAINER	7
The Training Process	8-9
The Training Wheel	10
Coaching	11-12
Praising/Reprimanding	13-14
Cast Development	15
The Whys of Training	16
VALIDATION TESTS 1, 2 AND 3	
ORIENTATION "THE CAST MEMBERS FIRST DAY"	17-18
SCHEDULES AND AGENDAS	
CEC General Agenda	19-22
CEC General Skill Validation Checklist	23
Front of House	
Cashier Training Schedule	24
Cashier Agenda	25-29
Cashier Skill Validation Checklist	30
Salad Bar Training Schedule	31
Salad Bar Agenda	32-36
Salad Bar Skill Validation Checklist	37
Showroom Training Schedule	38
Showroom Agenda	39-40
Showroom Skill Validation Checklist	41
Birthday Training Schedule	42
Birthday Agenda	43-45
Birthday Skill Validation Checklist	46
Gameroom Training Schedule	47
Gameroom Agenda	48-49
Gameroom Skill Validation Checklist	50
Costume Training Schedule	51
Costume Agenda	52
Costume Skill Validation Checklist	53
Kid Check Training Schedule	54
Kid Check Agenda	55
Kid Check Skill Validation Checklist	56

Back of House

Dough Training Schedule 57
Dough Agenda 58-60
Dough Skill Validation Checklist 61
Pizza Make/Oven Cut Schedule 62
Pizza Make/Oven Cut Agenda 63-67
Pizza Make/Oven Cut Skill Validation Checklist 68

TEST KEYS

School of Service

Chuck E. Cheese's School of Service General Test Key 69-71
Kid Check Test Key 72
Salad Bar Test Key 73-74
Cashier Test Key 75-77
Showroom Test Key 78-79
Birthdays Test Key 80-82
Gameroom Test Key 83-84
The Character Test Key 85-86

School of Kitchen

Chuck E. Cheese's School of Kitchen General Test Key 87-89
Sanitation Test Key 90-91
Dough Test Key 92-95
Pizza Make Test Key 96-98
Oven Cut Test Key 99-102

THE TEAM LEADER PLEDGE

To truly become an official branch campus of Chuck E. Cheese's University, you must take the TEAM LEADER "oath of office." You must believe! You must bleed pizza sauce! You should take this pledge as a team to uphold the fine traditions established at Chuck E. Cheese's University. Upon completion, you will be an official "Professor of Cheese-ology" for the Chuck E. Cheese's University (your location) Campus. Whoooooaaa Chuck E.....

I, (state your name) promise to ensure that every Guest and Cast Member leave happy. My job is the difference. I'll take the Guest experience to the next level by being uncompromising in my training standards. I will also insure that training is fun.

FUNCHECK!!!

INTRODUCTION
CONGRATULATIONS!!!

We have selected you because we believe you can make a difference. You must take what you know and show it to others. Do you really want to do it? Do you really want to make your store the best? If so, be incredibly focused and uncompromising in doing the right things the right way.

You have been selected to join our team as a "TEAM LEADER" Trainer. You are the role model of our restaurant and must have the highest standards possible. This is not just limited to the cleanest and full proper uniform, but also your ability to demonstrate the following:

- Demonstrate the "Blow the Guest Away" Mentality
- Job Knowledge - Know the manual inside and out
- Communication Skills
- Desire to Train
- Organization - set up your training shifts
- Credibility with fellow Cast Members - you're the leader of the pack
- Patience - the new cast member doesn't know as much as you - take your time
- Enthusiasm - make it fun
- Effective use of questions - constant quizzing makes training stick

The Star Cast Trainers Responsibilities

- Continue to perform assigned Job Function delegated by management.
- Train new "Star Cast Members" in assigned job function.
- Cross train existing Cast Members in additional job functions.
- Conduct on-going training with all existing Cast Members.
- Communicate with management on all Cast Members progress and performance.
- Your manager has hired that "Diamond in the Rough". It's your job to polish them and make them shine!

With a lot of help from your Manager and the use of this manual your well on your way to an existing challenge as a "TEAM LEADER" Trainer.

GOOD LUCK & HAVE FUN

THE VISION
GUEST CAM

As we approach the front doors at Chuck E. Cheese, we can't help but notice how clean the exterior of the building is, as well as the front entry. A cheerful girl opens the door and welcomes us. "Have you ever been here before?" "No", we answered. "Well you're in for a great time!" she said. She explained the concept and pointed out the different areas of the restaurant as she walked us down the hall to the cashier.

The cashier then explained the menu and took our order. She sold us some nice plastic CEC cups and some "Bags of Gold" tokens that we probably wouldn't have ordered without her telling us about them. She counted back our change, explained how it all worked and we went on our way. What a salad bar! They had a great variety that was neat and well mounded. We progressed down to the beverage bar. It was clean, well stocked with lids and straws and what a variety! We then found a table in the dining room for us. As we were sitting down, we were offered a high chair and booster seat for our 2 little ones. What a concept!

As we enjoyed our salad and drinks, Chuck E. Cheese came out and did a dance with a bunch of other employees-it was great! Chuck E. even gave my older son an autographed photo and shook his hand. I hope he'll still wash it when we get home! Before we knew it, our food was there! The attendant took our beverage tray, introduced herself (and the food), passed out our plates and put a blue stand with a CEC Promise on it. I wonder what this is for?

Wow, this pizza is great! Soon the manager came by to see how everything was (and picked up the blue stand). He heard we were first-timers and wanted to make sure we had a great time. How'd he know that? He then went to the parties that were going on - what a guy!

We turned our kids loose and they removed our plates and napkins as they boxed up our pizza. My wife and I watched a great robotic show. Cool! We finally made it to the Gameroom with all the rides and balls in it. It was very reassuring to see a Star Cast Member working in the ball crawl entertaining the kids. All the games we played worked every time and gave out a bunch of tickets. The guy working in the Gameroom helped my son play some of the games and directed us to the prize counter when we were done. All the Cast Members were dressed so nice and had great personalities.

My wife met us up there, noting how clean the restroom was and that they had a changing table in there. We then turned in our tickets. It was nice to see the attendants helping the kids make choices and keeping the line going. Two balloons and a cotton candy later we were headed out. It's sure nice there is a door person up front so no kids wander into the street or get kidnaped. The Manager said thanks and goodbye and "see you tomorrow!". I don't know if it will be tomorrow, but it sure will be soon. What a great experience.

We have committed to our Guests that they can expect this level of service every time they enter a Chuck E. Cheese. Our average Guest spends 10-15 minutes per visit directly interacting with our Cast Members. Your quality training of the Cast Members directly or indirectly impacts each Guest. They will emulate your actions and attitudes - they'll follow your lead to blow the Guest away!

You are undertaking a big responsibility - and you have earned it. Your true gauge of your success as a trainer will be how good the Cast Members that you trained execute the Guest experience when you are not around. The training is not over until they walk the talk. To have that type of effect on people, you first must "believe" and buy into the experience we are trying to create for our Guest. You have to bleed pizza sauce. You must have:

1) **FOCUS** - You must focus on standards. Not only do things right, but do the right things! If it's right, praise it. If not, coach/retrain it to standard. If you have a distraction to training, it's a distraction to the Guest. Stay focused.

2) **COMMITMENT** - You've got to truly believe in your heart that what we are doing is the right thing for the Guest. We're not doing it because the boss said to, we're doing it because it's the right thing for the Guest. Do you truly want to do it?

3) **PASSION** - When you have a true desire to do it, excelling is no longer work. Do you want to be the difference that will make your store have the best Guest experience in the concept? Chuck E., Chuck E., Chuck E...

4) **UNCOMPROMISING STANDARDS** - Do the right thing. Follow the manual. Be crystal clear on your direction to your trainees so they know the standards. Hold them to it - it's what the Guest expects!

Are you ready? Do you believe? It's now time to embark on the journey and take the raw talent we have hired and turn it into a Star Cast Member at Chuck E. Cheese.

Let's go....

WHY TRAIN?

- IT'S YOUR CAST THAT DETERMINES THE GUEST EXPERIENCE - NOT JUST YOU AND THE MANAGERS.

- YOUR TEAM WILL DO AS MUCH OR AS LITTLE AS YOU LEAD THEM TO DO

- THE WAY YOU TREAT THEM DETERMINES HOW THEY WILL TREAT YOUR GUESTS.

- THE MORE YOU EXPECT, THE MORE YOU HAVE TO TRAIN THEM.

- IF A TRAINEE ERRS, LOOK TO SEE WHAT YOU COULD HAVE DONE TO PREVENT IT.

"TRAINING QUEST - THE VISION"

As I approach the doors to Chuck E. Cheese's, I can't help but feel a little nervous. I've never been to a job interview. Once inside, I am greeted by the Kid Check person who then has the manager come out to talk to me. It all goes very well, even when they asked me to audition for them - thankfully I knew the Hokey Pokey! After a phone call to my parents and a second interview, I am hired and told to return by Friday with my shoes, work permits and to call the TJTC office. I don't exactly know what it is, but it sounds important. I can't believe I am going to make pizza for the Big Cheese himself!

DAY 1

I return on Monday for my Orientation. The General Manager spends 2 hours with us and we learn a lot about the company and how to treat Guests. We also got some CEC merchandise and some manuals to use during our training. These people take this stuff seriously! They also show us a video on Orientation called "Vision Quest". I am also introduced to my RAT Pack Trainer, who will work with me. They have a great training area with a TV/VCR, manuals and training chart. I can't wait to get started!

DAY 2

After spending some time reading the material for homework, I am prepared for "CEC General". Our trainer greets us at the door and inspects our uniforms - they sure are picky. We then discuss the day's agenda and watch the "CEC General" video - cleanliness sure is important to them. Our Trainer then takes us through a tour of the store - we learn Kid Check, cleaning supplies, beverage bar, vacuuming, washing dishes and a few other things the first 2 hours. Then we take our test - I passed - 98%!!! After a short break we receive our aprons and move into the kitchen.

We get to watch the "Pizza Make/Oven Cut" video as an overview. The trainer then shows us all the ingredients on the make table, as well as how to prep and store them. After that we learn how to read tickets and make pizzas, sandwiches, breadsticks and hot dogs - what fun!!! My trainer said I was doing great so far. What a relief!

DAY 3

Once again we are greeted at the door and our uniforms are checked - 100%, just like the trainer. After a brief review and completion of the Pizza Make test, we practice making real orders for about 90 minutes. It was reassuring to have the trainer there the whole time to constantly quiz us and help us when we had questions. I sure hope I get faster! We then get to move onto cut - that knife sure is intimidating! We learn how to cut all the pizzas - that large sure is tricky. Thankfully our trainer cooked some skins and drew on them so we learned how to cut properly. We also learned all the other products and then cleaned up prior to taking the Oven Cut test. I passed again!!

DAY 4

It's Saturday afternoon - I'm working from 11 - 3. My trainer and I are working the make table along with one other person. We both make lots of orders (my trainer is a lot faster) and he checks all of mine to make sure they are correct. We later team up at the cut station. Throughout my shift, the managers were constantly checking on me and giving hints and praises - sure is a great place to work. About 2:45 I was called out to the showroom and they announced that I had "graduated" and was now an official cast member. I traded my manual for my diploma and they added all my dots onto the Training Chart in the break area. What a feeling! Next step....RAT Pack!!

THE ROLE OF A TRAINER

WHO BENEFITS FROM TRAINING?

THE TRAINING PROCESS

1. The Guest - Gets a great experience every time

2. The Cast Member - Feels good about doing a good job

3. The Manager - Has a great team to execute the standards

4. The Company - ShowBiz Pizza Time, Inc. = SHBZ stock increases (profits).

THE TRAINING PROCESS

Being prepared is the first step to a successful training shift. "Get Read ahead of time so "Executing" the training day is much easier.

A. **GET READY**

- Know the amount of material to be covered that day. Follow t training schedules.
- Insure all tools, equipment, materials and videos are ready and set-u
- Review the material you will be training. You never stop learning.
- Use your manuals and Leader's Guide while you train.
- Greet the new Cast Member at the door. (Clap them in just like football team does - psych them up.)

B. **EXECUTE**

- Follow the agenda for the day.
- Constantly ask questions (the more they say it, the better will stick)
- Teach them not only the standards, but also how to solve problems
- Keep your Leader's Guide and manuals close by - use them
- Use the Tell/Show/Do/Review Method

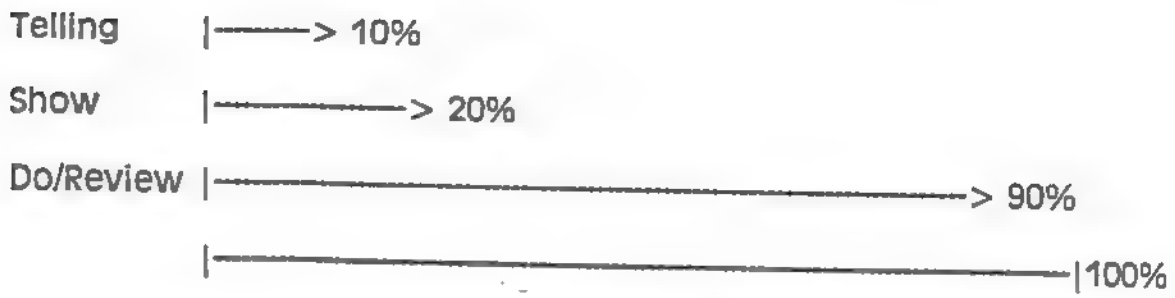
  Tell: Explain the information and the steps involved. Give cryst clear direction. Explain exactly what you expect and what t standards are.

  Show: Demonstrate the task. Talk through the key points. Ha them tell you how to do it as you are demonstrating it.

  Do: Let them do it. Have them tell you the key points and steps they do it.

  Review: Review what he/she just did. Give immediate feedback o their performance.

PERCENT OF INFORMATION RETAINED 72 HOURS LATER



To be an effective trainer, you can see by this graph that you need to spend the majority of the time letting the cast member DO the task and REVIEW it with them. The TELL and SHOW make the DO and REVIEW easier for the cast member, but their practice and your feedback ensures that it will be retained. As Vince Lombardi said,

"Perfect Practice makes Perfect"

It take the average person 20 repetitions before a task becomes a behavior - that's a lot of practice. Your job is to make sure that practice is good practice.

Remember what Confucius said!

THE TRAINING WHEEL

There are 3 components that make up successful training and performance.

They are:

If any of the 3 is "flat", the wheel won't move forward. Your job is to train all three to keep the wheel in motion.

1. Knowledge: Ensure they know what they are doing. Get the knowledge down and the speed will follow. 90% or better is the standard on all tests.

2. Skill: They must perform both quality and speed adequately. Focus on quality first (doing it right) and efficiency will build. We don't want a fast train heading down the wrong track.

3. Behavior: You want people to repeat good behavior. Change behaviors. You can't change their attitude until they change their behavior. Whoa - Chuck E! The cast member has got to bleed pizza sauce. Chuck-E-ize them, get them to buy in to doing the right things right. Keep training fun!

Their actions will follow your attitudes. Early on in training, focus on their knowledge. Have them answer plenty of questions. Then, have them train it back to you. They truly understand and know a task when they can teach it! Once they know what they are supposed to do, work on their skill and technique to build speed. Throughout the training, bleed pizza sauce and build that Chuck E. spirit. If you're the Star Cast Member, do the right things the right way and believe in them, they will emulate you!

COACHING

A. THE ROLE OF A COACH

Being a great trainer is much like being a great coach. We have a play book (training manuals) that we give to our players (Star Cast Members) that shows them the game plan. We then go through the plans without pads and we scrimmage (training week).

Throughout the whole process, the coach (you) is giving feedback to his team to get them ready for game day (9:45 or 10:45 each day). If he (you) has done a good job coaching (training) the team, the whole team will perform to the best of their abilities and they will be successful (the guest leaves happy).

THE DEFINITION OF COACHING IS:

PROCESS OF ASSISTING, MOTIVATING, CHALLENGING, CHANGING AND IMPROVING A SUBORDINATE'S BEHAVIOR.

- Let's look at it more closely:

ASSISTING - Teach, help and guide them to the desired result.

MOTIVATING - Psych them up. The success is in doing it right.

CHALLENGING - If you always do what you always did, you'll always get what you always got. Keep them out of the rut. Be a fresh set of eyes for them. Raise the bar standards of excellence.

IMPROVING - Make them better. Give your wisdom to them.

- Treat your cast exactly like you expect them to treat your Guest.

- To be a good coach or leader, you must:

1) **Provide crystal clear direction to them**

   - Tell them what you expect and show them how to get there

2) **Provide them with all the support they need**

   - Train them
   - Give them recognition, praise and thanks

3) **Provide them with autonomy**

   - Let them do it; get out of their way

4) **Provide accountability and follow-up**

   - Give them constant feedback

B. **"ACTIONS FOLLOW ATTITUDES"**

Their actions will follow your attitudes. EVERYTHING that comes out of your mouth is gospel to them. Teach the standards in the manuals. Set the tone and the pace. Be excited everyday. We are on stage when the front doors are unlocked. That new Star Cast Member is an actor/actress in our show. You are not only a fellow actor, you are also the director - they will follow your lead.

Not only should you do things right, you should do the right things. If you ever have a doubt, ask yourself, or the Cast Member, is this the right way/thing to do? We'll all be better in the long run.

"THEY DON'T CARE HOW MUCH YOU KNOW UNTIL THEY KNOW HOW MUCH YOU CARE."

C. **EMOTIONAL BANK ACCOUNT**

You may ask yourself, "How do I build credibility with those around me?"

To gauge yourself as to how effective a trainer you are is your ability to get others to do what you want even when you're not around. To influence others like that is a huge undertaking. If you look at people's emotions like you would a bank account, you need to have enough money in the bank (deposits) if you want to make a withdrawal. If you don't and you "bounce that check", it costs you even more money and be more overdrawn.

When people trust and believe in you, they will also do the right things. To develop that trust you must put deposits in their bank.

DEPOSITS - Develop trust and respect

- Courtesy - Thanks, Hi, smiles, praise
- Flexible
- Listening
- Keeping a promise or commitment
- Be loyal to the absent (don't talk behind other's back)
- Sincere
- Ability to apologize. "I'm sorry"
- High standards
- Reviews and feedback
- Praise

WITHDRAWALS

- Ignore people
- Over-react
- Low standards
- Bad-mouthing
- Yelling
- Threatening
- Neglecting
- Gossipy
- Stealing
- Double-standards - "Do as I say, not as I do"
- Insincere
- Lying

Putting deposits in their bank account is the best way to influence others and get them to do the right things right.

PRAISING/REDIRECTING

"IF IT'S RIGHT PRAISE IT; IF IT'S NOT COACH IT"

"PRAISE PUBLICLY, REPRIMAND PRIVATELY"

"NO FEEDBACK IS FEEDBACK"

"FEEDBACK IS THE BREAKFAST OF CHAMPIONS"

PRAISING

We have all heard some or all of these quotes. What do they have to do with training though? Feedback is a never-ending ongoing portion of our job.

When you first start training a new Cast Member, they are not going to do it exactly right, so catch them doing it approximately right. Exactly right is made up of a whole bunch of approximately rights.

Deliver praise out load and in public. Some words of praise:

"Who made this pizza? Looks great!"

Cast: "7 minute pizza!"

You: "Awesome! Great job team - keep it up!"
"7? Great! Do I hear 6?"

"Great job Susie, that guest just bought 4 promo cups!"

"That salad bar looks great. Best ever!"

"Jenny, that guest just told me how great your service was. I wanted to say "thanks" for doing such a great job. You make us all look good."

"I appreciate it."

"Thanks - great job today. See you tomorrow."

"Great Live Show team - you blew them away."

"Great hour team - our busiest this week. Let's get ready for the next one."

"No games down today, John. Also, great guest interaction."

Dollars into the bank account. Feedback makes us all feel good. It's the number one need of a Star Cast Member.

REDIRECTING

Nobody is perfect. Mistakes will be made, especially early on in one's training.

When delivering reprimands, focus on the behavior or action - not the person. Praise, reprimand and praise again so that person will realize that you notice both the good and the bad. It's their actions you're dealing with, not them personally.

"Great job saucing that pizza, John. Just make sure you get it totally covered with cheese so the sauce won't burn. There you go! Great job!"

"Way to suggestively sell, Susie. Don't forget to explain the service sequence to them - we don't want them to get lost! We'll get them next time!"

"Bubba, great looking pizza! Remember, we use the scales to give our guest consistent pizzas. You're so fast you can still use it and get it out in 8 minutes. Thanks!"

They know that we are correcting a behavior, not just yelling at them. Remember, positive, negative, positive. Don't find fault, find a solution.

Ask yourself, "Was there something I could have done to prevent that from happening?"

FEEDBACK IS THE BREAKFAST OF CHAMPIONS

CAST DEVELOPMENT

Training a new Star Cast Member is a lot like farming - it doesn't just happen overnight! It takes a lot of hard work on the farmer's part (you). First you get the soil ready (orientation). Then you plant the seeds (training manuals & videos). Then you continually water and fertilize (through consistent coaching and feedback). Finally the plant blooms for you (the new cast member creates a better Guest Experience).

To paraphrase an old quotation:

Catch a fish and you feed someone for a day,
Teach them to fish and you feed them for life!

Your role as a trainer is:

1) Teach the standards
2) Develop their awareness and how to resolve if it's not to standard

When developing your new cast members, you not only need to teach them the standards, you need to train them to think and solve problems! That way, when you're not there, they can identify items that are not to standard and they can fix them!

Once you've taught the basics to the new Cast Member, you should spend some time looking at all the areas, DON'T tell them what is right and wrong. Instead,

Trainer: "Ok Susie, what do you see that is right here at the Beverage Bar and what's not to standard?"

Susie: "Let's see, lids full, nozzles on, condiments full. Oh, I know - we need to restock the lemons!"

Trainer: "Good eyes! That's exactly what I want you to do, every time you walk by. Look at it, notice what's not to standard and fix it for the guest. Great job!"

Teach your people to think and solve problems. That way, down the road, your job will be as the Director of Fun and Feedback, not running around putting out FIRES!

THE WHYS OF TRAINING

You also need to teach the "WHYS" of training. While teaching, tell them WHY we do things. You need to know those answers ahead of time. If not, find out from the manager. When a Cast Member understands WHY we do something, they'll understand it better and then do it. For example:

- We use the scales to insure a consistent product every time.
- We suggestively sell to inform the Guest of items they may not be aware of.
- We carry high chairs to the table for them so they don't have to juggle so many things.
- We do checkbacks to insure they have no problems.
- We drop a token in each game to find problems before the Guest does.

Avoid:

- "That's the way it is."
- "It's our policy."
- "Because the manager said."
- "Because I said so."
- "I don't know, just do it."

Let them know why we do it a certain way so 1) they understand and 2) if a guest happens to ask, they know the answer.

Hire Date: _____

C onviction Driven
O verlearning
A udible Ready
C onsistency
H onesty Based

TEAM² LEADERS

TESTING AND VALIDATION

Welcome to your new challenge as a Team² Leader Trainer.
We are excited to have you on our elite team of trainers. Now that you have been prepared and trained "to train" let's test your Trainer Knowledge.

Please complete the following tests:

	Testing		Videos	
	Date	Score	Title	Date
Test #1: For all Team² Leader Members	_____	_____%	How To Train	_____
Test #2: For all Front of House Team² Leaders	_____	_____%	Sugg. Selling	_____
Test #3: For all Back of House Team² Leaders	_____	_____%	Main Area	_____
			Kid Check	_____

TEAM² LEADER TEST - #1

Date: _____

(to be taken by all Team² Leaders)

Graded By:_____
General Manager

(15 questions = 100 points)

1. State at least 3 of our Team² Leader Training Values. (5 possible)

   A. (3pts) _____

   B. (3pts) _____

   C. (3pts) _____

2. State 3 of your roles and responsibilities as a Team² Leader. (6 possible)

   A. (3pts) _____

   B. (3pts) _____

   C. (3pts) _____

3. Who benefits from a properly executed training process? (4 possible)

   A. (2pts) _____

   B. (2pts) _____

   C. (2pts) _____

   D. (2pts) _____

4. Being prepared is the first step to a successful training shift. "Get ready" ahead of time so "executing" the training day is much easier. Give 3 key points in each section: (5 possible in each category)

"Get Ready": 1. (3pts) _____

2. (3pts) _____

3. (3pts) _____

"Execute": 1. (3pts) _____

2. (3pts) _____

3. (3pts) _____

5. Percent of information (during training) retained 72 hours later:

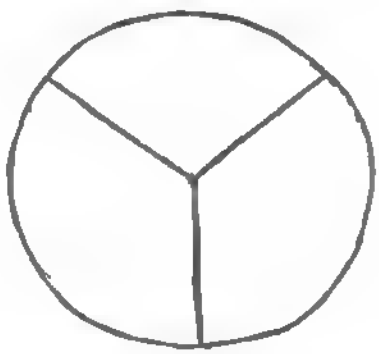
Telling (1pt): _____

Show (1pt): _____

Do/Review (1pt): _____

6. Fill in the following training wheel components that make up successful training and performance.

(2pts)

(2pts)  (2pts)

7. In your own words, define the word Coach as it pertains to your role as a Team² Leader (4pts).

_____

_____

_____

8. Describe the emotional bank account that is important when dealing with all cast member (trust building) (5pts).

_____

_____

_____

9. Dollars in to the bank account. Feedback makes us all feel good. It's the number one need of a star cast member (3pts).

TRUE or FALSE

10. Describe the birthday package as if someone was calling on the phone (5pts).

_____

_____

_____

11. Define suggestive selling and what items we are focusing on. List at least 6.

Definition (5pts):_____

_____

_____

A. (1pt) _____ B. (1pt) _____

C. (1pt) _____ D. (1pt) _____

E. (1pt) _____ E. (1pt) _____

12. Give directions to a guest on the phone who is coming from the South part of town (4pts):

_____

_____

_____

13. What are the 3 areas that each cast member is responsible for (teamwork) at all times? (Part of the RQS Card)

A. (2pts) _____

B. (2pts) _____

C. (2pts) _____

14. How often do we re-test and have the cast member review the video in their area (5pts)?

_____

15. You are put in a situation where you must give either fast service or quality service. Which do you choose and why?

Ans. (2pts): _____

Why (2pts): _____

_____

TEAM² LEADER TEST - #2
(to be taken by all FOH Team² Leaders)

Date:_____
Graded By:_____
General Manager

(10 questions = 100 points)

1. Name the RQS Top 5 priorities for the showroom.
   A. (2pts) _____
   B. (2pts) _____
   C. (2pts) _____
   D. (2pts) _____
   E. (2pts) _____

2. Name the 4 pre-bus points.
   A. (2pts) _____
   B. (2pts) _____
   C. (2pts) _____
   D. (2pts) _____

3. Name the 8 Point Service Sequence.
   A. (1pt) _____
   B. (1pt) _____
   C. (1pt) _____
   D. (1pt) _____
   E. (1pt) _____
   F. (1pt) _____
   G. (1pt) _____
   H. (1pt) _____

4. Name the RQS Top 5 Priorities for the main area you train in:
AREA: _____

A. (3pts) _____

B. (3pts) _____

C. (3pts) _____

D. (3pts) _____

E. (3pts) _____

5. A. List the number of items (minimum and maximum) for the prize cabinet.
Ans (2pts) _____

B. Name 5 of the several prize merchandise set-up standards we abide in.

1. (3pts) _____

2. (3pts) _____

3. (3pts) _____

4. (3pts) _____

5. (3pts) _____

6. List at least 10 different 10 minute cleaning jobs that can be assigned for front of house cast members.

A. (1pt) _____ B. (1pt) _____

C. (1pt) _____ D. (1pt) _____

E. (1pt) _____ F. (1pt) _____

G. (1pt) _____ H. (1pt) _____

I. (1pt) _____ J. (1pt) _____

7. Name the RQS Top 5 Priorities for the restrooms.

A. (2pts) _____

B. (2pts) _____

C. (2pts) _____

D. (2pts) _____

E. (2pts) _____

8. Name the RQS Top 5 Priorities for the Beverage Bar.

A. (2pts) _____

B. (2pts) _____

C. (2pts) _____

D. (2pts) _____

E. (2pts) _____

9. Name the 11 Point Cashier Sequence.

A. (1pt) _____ B. (1pt) _____

C. (1pt) _____ D. (1pt) _____

E. (1pt) _____ F. (1pt) _____

G. (1pt) _____ H. (1pt) _____

I. (1pt) _____ J. (1pt) _____

K. (1pt)_____

10. You are put in total charge of the showroom on a Saturday. What do you do to make the shift run smoothly (2pts)?

Ans: _____

_____

_____

TEAM² LEADER TEST - #3
(to be taken by all BOH Team² Leaders)

Date:_____
Graded By:_____
General Manager

(10 questions = 100 points)

1. Name the RQS Top 5 priorities in the kitchen.

   A. (2pts) _____
   B. (2pts) _____
   C. (2pts) _____
   D. (2pts) _____
   E. (2pts) _____

2. List the 5 identifiers of a fully proofed crust.

   A. (2pts) _____
   B. (2pts) _____
   C. (2pts) _____
   D. (2pts) _____
   E. (2pts) _____

3. List the 6 quality characteristics of a properly baked pizza.

   A. (2pts) _____
   B. (2pts) _____
   C. (2pts) _____
   D. (2pts) _____
   E. (2pts) _____
   F. (2pts) _____

4. Describe how to check the accuracy of the dough thermometer (6pts).

Ans: _____

_____

_____

5. Define our 3 stage rollout. Why do we use it (7pts)?

Ans: _____

_____

_____

_____

6. A. What are the specs on the following sandwich prep items and their shelf life?

	Spec.	Shelf life
Lettuce:	(2pts) _____	(2pts) _____
Onions:	(2pts) _____	(2pts) _____
Tomatoes:	(2pts) _____	(2pts) _____

B. What is the shelf life of pre-made sandwiches (5pts)?

_____

7. What are today's prices on the following items?

Pizza Cheese per ounce (3pts) _____

Dough waste per ounce (3pts) _____

Turkey per pound (3pts) _____

8. A. What is our stores food cost goal (3pts)? _____%

B. Explain how you use the Product Usage Report on the IBM (3pts).

Ans: _____

_____

C. What 5 items could you work on in order to keep or reduce food cost?

1. (2pts) _____
2. (2pts) _____
3. (2pts) _____
4. (2pts) _____
5. (2pts) _____

9. What should the training area look like at all times (5pts)?

_____

_____

_____

10. What's our maximum allowable pizza time (2pts)? _____

What's the maximum allowable time a pizza may sit in the pizza window (2pts)?

_____

If no one is available . . . who runs the pizza (2pts)? _____

ORIENTATION

"THE STAR CAST MEMBER'S FIRST DAY"
(2- 2 ½ HOURS)

25 Minutes A. **WELCOME & INTRODUCTIONS**

- Uniform Inspection
- Explain Concept Overview
- Present Job Aid Materials (show layout of sections, test booklet, skill validations, etc) and Merchandise Perks (ie, keychain)
- "Orientation" Video

60 Minutes B. **THE CONCEPT & TRAINING PROCESS**

General Overview:

- Company Philosophy/Mission Statement
- 2 Rules
  1) Every Guest Leaves Happy (A "Raving Fan")
  2) Have fun taking care of the guest
- Menu Overview
  - Pizza, salad, sandwiches, breadsticks
  - Soft drinks - regular and caffeine free
- Entertainment
  - Games - skill, video
  - Rides
  - Sky Crawl (FREE)
  - Shows - animated & live
  - Merchandise
  - Birthdays - We're #1
- Handling Complaints
  - Smile
  - Listen
  - Apologize
  - Get Manager
- Alcohol Awareness
  - 21 to consume - check ID's
  - Coach law on how old to pour/serve

CEC Today Newspaper:

- Arrive in complete uniform
  - Cover specifics
- Break/meal policy
- Parking areas
- Payday - every other Saturday
  - When to get checks
  - We can't cash them

- Rules on page 14
- No Smoking
- No personal belongings at work
- "Sexual Harassment" Video

10 Minutes D. **WRAP-UP & TOUR OF RESTAURANT**

Vision Quest Video
CEC Promise - all stand and take the pledge

10 Minutes Tour of Restaurant - introduce to all cast members
Use of time clock
Reconfirm Training Time & Trainer - give them their schedule

* **The orientation is conducted by the General Manager or Senior Manager on Monday, or in some cases Tuesday.**

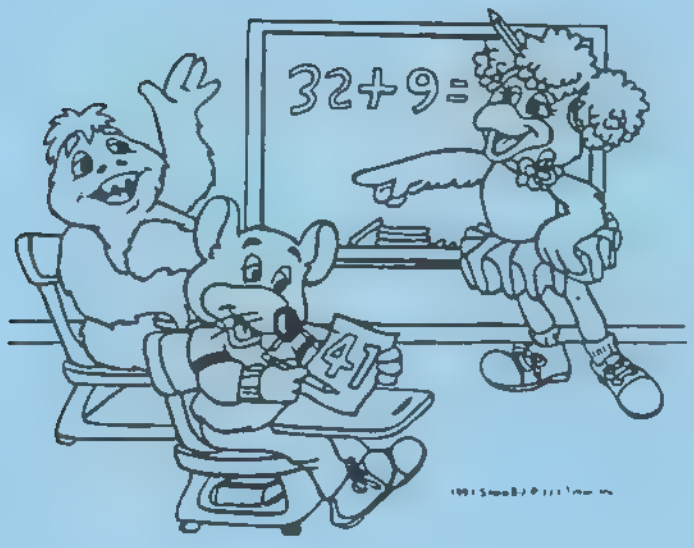
* **This is a people orientation! Paperwork (ie: hazardous material, personal envelope, TJTC, etc.) should be completed prior to orientation day.**

* **The new cast member arrives in full complete correct uniform for orientation.**

* **The new cast's training schedule is posted on the schedule and the RAT Pack Team is notified of training days.**

A 2- 2 ½ Hour Premier Orientation

SCHEDULES AND AGENDAS



CEC GENERAL

DAY 2
(2 HOURS)
(First 2 Hours of a 4 Hour Shift)

A. **GET READY**

- "CEC General" Video
- "Security" Video
- Hazardous Comm. Log/MSDS Sheets
- Stations set-up for Store Tour ahead of time

  1) 3 sinks & dishwasher
  2) Restrooms/Checklist
  3) Beverage Bar
  4) Cashier/Salad/Merch
  5) Showroom/Carpet Care
  6) Sky Crawl
  7) Kid Check
  8) Cleaning chemicals

- Greet at front door - clap them in

:00-:05 B. **WELCOME**

- Greet at front door
- Uniform Inspection/feedback
- Explain today's agenda

:05-:20 C. **WATCH "CEC GENERAL" VIDEO**

- Highlight key points
- Review - any questions?
  - How often do we clean Thank You boxes? Daily
  - How do we handle a guest complaint? S.L.A.M.
  - How often do we check the restrooms? Every 15 minutes

:20-:30 D. **STORE TOUR - STOP #1**

- Cleaning Supplies

  1) Walk through each chemical and its use
     - Grease Strip - OVENS ONLY - wear gloves
     - Ultra Klene or Solid Insure - dishwasher soap
     - EcoSan - Dishwasher sanitizer
     - Jet Dry - Dishwasher drying agent
     - Click - Soap for 3 compartment sink (2 pumps per sink)
     - Ster Bac Blu - Sanitizer for 3 compartment sink (1 pump per sink)
     - Oasis 255 (blue) - Glass cleaner
     - Oasis 100 (orange) - Floor degreaser
     - Oasis 133 (yellow) - All purpose - use on everything else

2) Show Hazardous Comm. Log
   - Have them look at MSDS Sheets and sign log.

3) What if's?
   - On skin - flush with water
   - In eyes - flush under a faucet
   - Ingested - DON'T induce vomiting. Drink water, call 911.

4) Use of Fire Extinguisher
   - Point out location in restaurant
   - Pull pin, aim at base of fire, from 8-12 feet away, squeeze handle, use a sweeping motion

:30-:45 E. **STORE TOUR - STOP #2**

1) Exterior "1st Impression"
   - Clean brass & glass (blue cleaner)
   - Broom & dust pan outside, parking lot & entry hallway
   - Empty ash urn

2) Kid Check Stand
   - Everyone that comes in together leaves together
   - Each person in group is stamped with the same number and checked on the way out to match them up
   - Birthdays get a letter and are matched up
   - No one under 18 unless with a parent or guardian

:45-:55 F. **STORE TOUR - STOP #3**

1) Merchandise
   - Every Kid's a winner
   - 1¢/ticket - all items for cash or tickets
   - Make it fun. Play with items, suggestively sell
   - Help with selections. Keep the line moving.

2) Salad Bar
   - Maintain it anytime you walk by - "Team Clean"
   - "UPICK"
     - Utensils at 5:00 position. If Walk-Around Salad Bar, middle row in middle towards dry end.
     - Product well mounded.
     - Ice up to the crock rim.
     - Counters clean.
     - Kale fresh and clean.
     - "Magic Clean" floors, use orange cleaner with towel to clean and another to dry. No mops in Front of House during open hours.

:55-1:05 G. **STORE TOUR - STOP #4**

- Beverage Bar
  - Install valve nozzles
  - Use cone cups for drinks and bring a towel with you
  - Make tea - 3 square bags and reload with fresh ones when done

- Make coffee - 1-2 round bags and reload with fresh one(s) when done
- Constantly wipe down
- Restock lids and condiments
- Lemons stacked vertically
- Creamers stacked neatly
- Straws stocked
- Magic clean floors

1:05-1:15 H. **STORE TOUR - STOP #5**

- Showroom

1) Carpet Care
   - Use of broom and dust pan on floors during open hours
   - Vacuum after close
     - How to set height
     - Empty bag after each use
   - Gum removal

2) Thank You Boxes
   - Double lined (2 bags)
   - Take entire trash can to back (leave door open)
   - Empty, reline and replace
   - At close, flush and scrub out, let air dry on top of Thank You Box, wipe out with yellow cleaner

1:15-1:30 I. **STORE TOUR - STOP #6**

- Kitchen (Note: set it up to flow logically in your restaurant)

1) 3 sink set-up
   - Hot soapy water - 2 pumps Click per sink
   - Warm rinse water
   - Cold Sanitizer - 1 pump Ster Bac Blu per sink

2) Break Area/Time Clock
   - Show how to clock in/out on time clock/register
   - 30 minute breaks - clock out, stay back here
   - Keep it clean!

3) Dry Storage
   - Location of all items they'll need (ie. paper and cleaning supplies)
   - Shelves labeled, items pulled to the front
   - FIFO - First In, First Out. Old to the front and top, new to the back and bottom.

4) Equipment
   - Can Opener - Demonstrate:
     - How to use
     - Clean in sink, brush blade

- Knives
  - Wonder Knife, Whizard Glove, Cutting Board - MUST use together
  - Knife settings #2 = 1/16", #3 = 1/8", #5 = 3/16", #6 = 1/4"

- Dishwasher
  - Rack dishes as you go, last one in rack puts in and starts
  - Demonstrate how it works
  - Show where to stack clean dishes in your restaurant

5) Wet Mopping
   - 2 bucket system - 1 with hot soapy water (Oasis 100 orange floor degreaser) and 1 with clear rinse water
   - Place "WET FLOOR" signs at both ends of area to be mopped
   - Mop first with soapy water then rinse with rinse water
   - Deck brush hard to clean areas

1:30-1:40 J. **STORE TOUR - STOP #7**

- Sky Crawl - 2 Rules:
  - Rule #1 - Safety
    - Constantly monitor the Sky Crawl for safety
    - Someone will be in it during peak times
      Watch for big kids/little kids. If you ask them to get out, give them a few tokens.

  - Rule #2 - Have Fun
    - Play games and entertain the kids (find the tickets/tokens, Chuck E. Says, do the Live Show, etc.

1:40-1:50 K. **STORE TOUR - STOP #8**

- Restroom

  - Cleaning supplies/bucket
  - 15 minute checklist -> show them how to do it!
  - Keys, supplies location

1:50-2:00 L. **REVIEW CEC GENERAL**

- "Security Video"
- Any questions?
- Take the Kitchen or Service General Test
- Grade and give feedback

2:00-4:00 M. Go to their respective areas and begin job function training. Follow schedules in those areas.

SERVICE GENERAL **SKILL VALIDATION & VIDEO CHECKLIST**

ITEM	3 MONTH RE-VALIDATION OF SKILL & KNOWLEDGE (VIDEO) SKILL							
	ORIGINAL DATE VALIDATED		RE-VALIDATION - 90 DAYS		RE-VALIDATION - 180 DAYS		RE-VALIDATION -270 DAYS	
	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER
BEVERAGE BAR								
COFFEE RECIPE								
ICED TEA								
RESTOCKING CONDIMENTS								
CLEANLINESS								
CLEANING DISP. HEADS								
FILLING ICE BINS								
LEMONS/CREAM PRESENTATION								
RQS TOP 5 PRIORITIES								
RESTROOMS								
RESTROOM CHECKLIST								
FILLING ALL DISPENSERS								
RQS TOP 5 PRIORITIES								
WET MOPPING								
WET FLOOR SIGNS								
WET MOP/DRY MOP								
MAGIC CLEAN								
FIRE EXTINGUISHERS								
LOCATIONS (HOW MANY?)								
HOW TO USE								
KID CHECK								
REASONS WHY								
ALL GUESTS STAMP/STICKER #								
BIRTHDAYS - GET LETTER								
RQS TOP 5 PRIORITIES								
	KNOWLEDGE (VIDEOS)							
	DATE VIEWED		DATE VIEWED		DATE VIEWED		DATE VIEWED	
CEC General								
Suggestive Selling								
Orientation								
Vision Quest								
Sexual Harassment								
Security								

TEAM LEADER TRAINER: _____

FRONT OF HOUSE

SCHEDULES AND AGENDAS

CASHIER
CAST TRAINING SCHEDULE

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
DATE					
TIME					
HOURS	2	4	4	4	4
AGENDA	ORIENTATION *WELCOME TO C.E.C.*	SERVICE GENERAL (2 HOURS) CASHIER (2 HOURS) MENU OVERVIEW MERCHANDISE COTTON CANDY PHONE ANSWER	CASHIER COUNT TILL CBF EXAMPLE 11 POINT SERVICE SEQUENCE RING UP ORDERS SUGGESTIVE SELL ROLE PLAY SALAD BAR MAINTENANCE	SKILL PRACTICE PRE-CLOSING/ CLOSING DUTIES	SKILL VALIDATION GRADUATION
VIDEOS	VISION QUEST ORIENTATION SEXUAL HARASSMENT	CEC GENERAL SECURITY CASHIER	SUGGESTIVE SELLING	MERCHANDISE	
HOMEWORK	READ: SERVICE GENERAL STORAGE SANITATION CASHIER STUDY: SERVICE GENERAL TEST MENU 11 POINT SERIVCE SEQUENCE	RECITE: 11 POINT SERVICE SEQUENCE STUDY: CASHIER TEST TAKE: SERVICE GENERAL TEST	TAKE: CASHIER TEST		*BLOW OUR GUESTS AWAY!!!*

TEAM LEADER SCHEDULE

CASHIER

DAY 2
(4 HOURS)

A. **GET READY**

- "Cashier" Video Ready
- Cotton Candy Machine
- Merch set-up properly

0-2 Hours B. **CEC GENERAL** (Refer to CEC General Outline)

2:00-2:20 C. **OVERVIEW OF CASHIER DUTIES** (Brief Intro)

- Watch "Cashier" Video
- Ringing up orders
- Merchandise
- Salad Maintenance (most stores)
- Stocking the front
  - Salad Plates & Bowls
  - Forks & knife
  - Credit Card Vouchers
  - Cups - all sizes
  - Brownies, Cookies
  - Juice, Milk

2:20-2:40 D. **EXPLAIN MENU IN DETAIL** - Need to Know It!

- Pizza sizes/number slices/all toppings available
- Specialty Pizzas
  - Combo - Pepperoni, Sausage, Beef, Mushrooms, Olives, Onions, Green Peppers
  - Veggie - Mushrooms, Olives, Onions, Green Peppers, Sliced Tomatoes
- Sandwiches - refer to detailed explanation in manual
  - Sub - Pepperoni, Ham & Cheese
  - Ham & Cheese - Ham & Cheese
  - Turkey Bacon Melt - Turkey, Bacon & Cheese
  - Garnishes
  - Served with Chips, Cherry Tomato & Pepperoncini
- Breadsticks - brushed with Parmesan Cheese and Garlic Margarine and served with Ranch Dressing and warm pizza sauce
- Hot Dogs - with or without cheese. Served with Chips and mustard, ketchup and relish

2:40-3:00 E. **MAKING COTTON CANDY**

- Filling machine with sugar
- Control usage (heat & power on, needle in green section)
- Removing cotton candy, bagging & tieing, displaying

3:00-3:10 F. **PHONE ANSWERING**

- Greeting -> "we're making magic..."
- Booking Parties - only once trained
  making deposits

3:10-3:45 G. **MERCHANDISE - WORK IT!**

- Overview - "Every Kid's a Winner!" Make it Fun!
- 1¢/ticket, all items cash or tickets
- Keep flow going, help with suggestions
- Never pull from display
- Know items & categories

3:45-4:00 H. **REVIEW TODAY'S SHIFT**

- Menu overview
- Merch
- Cotton Candy
- Phone Answering
- Confirm tomorrow's training shift

- 10 pts.

CASHIER

DAY 3
(4 HOURS)

A. **GET READY**

- "Suggestive Selling" Video Ready
- Till available and opened at front
- Overring/Meal slips and CBF ready

:00-:05 B. **WELCOME AT FRONT DOOR**

- Overview of today's shift
- Uniform inspection

:05-:20 C. **COUNT TILL AND TOKENS - VERIFY ON CBF**

- Show example of CBF (attached) - accountability tokens/cash
- Key usage (Dart)
- Clock in/out
- Take with you when you leave register
- How to get change from manager (i.e. ones in $50 increments)
- Clock in (IBM)
- Return to 4 squares screen when you leave register (IBM)

:20-:45 D. **WALK THROUGH 11 POINT SERVICE SEQUENCE** - Role play with you as Guest. (Tell/Show)

- Highlight: Suggestive selling - Practice, Practice, Practice!
- Call back; maintain eye contact with Guests
- Explain Service Sequence
- Read back order before total
- Tendering Order
  - Cash
  - Credit Cards
- Count back change, give receipt, tokens, red #, cups, etc.

:45-1:45 E. **KEYBOARD EXPLANATION AND PRACTICE** - Role play with you as Guest. (Tell/Show)

- Food/Drinks
  - Pizzas/toppings
  - Regular Cheese & extra cheese
  - Specialty Pizzas
  - Half & half pizzas
  - Holding Ingredients
  - Sandwiches & breadsticks
  - Salads
  - Drinks
  - Beer & wine (if applicable)
  - Desserts (brownies, cookies)

- Other Functions
  - Merchandise
  - Party Packages - Birthdays, Groups
  - Coupons
  - Clear entry/cancel keys
  - To Go/Carry-Out
  - Employee/Staff Meals

F. **SUGGESTIVE SELLING**

- Define suggestive selling: to inform Guests of items they may not be aware of. (value building) IE: token values, breadsticks, etc...
- Telephone: 1. Close the sales (birthdays) 2. Sell grab bags 3. Know directions to the store
- Cashier curse words (kids cup, bag of gold, one trip salad, change)
- Order taker verses sales person (give example)
- Watch "suggestive selling" video

1:45-3:00 G. **PRACTICE, PRACTICE, PRACTICE (LIVE!)** (Do, Review)

- Have Cashier ring up real orders with you right behind them. Give plenty of feedback and help them out - they are new!

3:00-3:15 H. **SALAD BAR MAINTENANCE**

- Utensils - 5 o'clock if walk-up. 5 o'clock on outside, in middle on dry condiment side, if walk-around
- Produce - mounded; to spec
- Ice - up to crock rim
- Kale - clean and neat
- Restock methods - pitcher or crock switch out - no original containers, no empty holes on salad bar

3:15-3:40 I. **CLOSE TILL AND COUNT IN OFFICE**

- Overrings taken out immediately
- Employee/Staff Meals
- CBF completed
- Deposit envelope done - verified by manager

3:40-3:45 J. **GM/M.O.D. EXPLAINS OVER/SHORT POLICY**

3:45-4:00 K. **TAKE CASHIER TEST - GRADE AND REVIEW**

- Review today's shift
- Confirm next day's training shift

CASHIER

DAY 4
(4 HOURS)

A. **GET READY**

- Till set-up
- 10 minute cleaning jobs
- Closing checklists available
- Skill validation checklists
- "Merchandise" Video

:00-:05 B. **WELCOME AT FRONT DOOR**

- Overview of today's shift
- Uniform inspection

:05-:15 C. **COUNT TILL AND TOKENS - VERIFY ON CBF**

- Watch "Merchandise" video (1st ½ only - set up, etc...)

:15-3:00 D. **RUN A CASH REGISTER!!** You need to stay close behind them. (Do/Review)

- 11 Point Sequence done?
- Suggestive selling everything?
- Explain sequence?
- Count back change?
- Call back?
- Greet and thank guests?
- Red #, cups, tokens given?
- Credit card knowledge?

* Work merch/salad if time permits

3:00-3:30 E. **PRE-CLOSING/CLOSING DUTIES**

- Walk through 10 minute cleaning jobs
- Pre-close front area
- Show closing duties

CASHIER/MERCHANDISE - SKILL VALIDATION & VIDEO CHECKLIST

ITEM	3 MONTH RE-VALIDATION OF SKILL & KNOWLEDGE (VIDEO)							
	SKILL							
	ORIGINAL DATE VALIDATED		RE-VALIDATION - 90 DAYS		RE-VALIDATION - 180 DAYS		RE-VALIDATION -270 DAYS	
	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER
COUNT DOWN DRAWER								
CASH								
TOKENS								
CBF								
CASH HANDLING								
NO 20'S; DROPPED IN BOX								
ASSIGN DRAWER/CLOCK IN								
CLOCK IN								
RINGING ON REGISTER								
BASIC PIZZAS								
1/2-1/2 SPLIT								
EXTRAS								
- SANDWICHES								
- SALAD								
- DESSERTS								
- BEVERAGES								
SUGGESTIVE SELLING								
PACKAGES								
BIRTHDAY $7.49/$7.99/$8.99								
$4.25 PACKAGE								
ALT. TAX								
COUPONS								
OTHER FUNCTIONS								
EMPLOYEE MEALS								
STAFF MEALS								
O-RINGS								
TO GO'S								
RQS TOP 5 PRIORITIES								
	KNOWLEDGE (VIDEOS)							
	DATE VIEWED		DATE VIEWED		DATE VIEWED		DATE VIEWED	
CASHIER								
SUGGESTIVE SELLING								
MERCHANDISE								

TEAM LEADER TRAINER: _____

ITEM	3 MONTH RE-VALIDATION OF SKILL & KNOWLEDGE (VIDEO)							
	SKILL							
	ORIGINAL DATE VALIDATED		RE-VALIDATION - 90 DAYS		RE-VALIDATION - 180 DAYS		RE-VALIDATION -270 DAY	
	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEAD
11 POINT SERVICE SEQUENCE								
GREETING								
CALL INTO MICROPHONE								
RING INTO REGISTER								
REPEAT BACK TO GUEST								
SUGGESTIVE SELL								
TOTAL AMT. TEND								
COUNT BACK CHG/TOKENS								
BEV-TRAY-CUPS-SALAD								
EXPLAIN SERVICE SYSTEM								
THANK-GUEST								
DIRECT TO HOSTESS (IF ON WAIT)								
MERCHANDISE								
STOCKING								
TICKET SCALE (50 TIX)								
TICKET SHREDDER								
SUGGESTIVE SELL								
COTTON CANDY								
BALLOONS								
REDEMP VALUES (TIX/MERCH)								
CLEAN UP STOCK								
GLASS CLEAN								
DISPLAY CASES (DON'T TOUCH)								
BROWNIES								
CUTTING								
STORAGE								
DISPLAY (W/SPRINKLES)								
SERVED AT ROOM TEMP								
	KNOWLEDGE (VIDEOS)							
	DATE VIEWED		DATE VIEWED		DATE VIEWED		DATE VIEWED	
CASHIER								
SUGGESTIVE SELLING								
MERCHANDISE								

TEAM LEADER TRAINER: _____

BIRTHDAY
CAST TRAINING SCHEDULE

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
DATE					
TIME					
HOURS	4	4 1/2	4		
AGENDA	OVERVIEW OF PARTIES PACKAGE INFO *SEQUENCING* SET-UP WATCH A PARTY	DO PARTIES WITH TRAINER SUGGESTIVE SELL	SKILL VALIDATION		
VIDEOS	BIRTHDAY	SUGGESTIVE SELL			
HOMEWORK	READ: BIRTHDAYS STUDY: BIRTHDAY TEST	TAKE: BIRTHDAY TEST	BLOW OUR GUESTS AWAY !!!		

TEAM LEADER SCHEDULE

BIRTHDAYS

DAY 1
(4 HOURS)

:00-:20 A. **WELCOME**

- Uniform Inspection
- Present today's tasks to be covered & expectations
- Show the "Birthday" Training video

:20-:30 B. **ON THE JOB TRAINING**

1. Explanation of party package (see Manual)
   - Birthdays
   - $7.49 ($7.99 or $8.99 in some areas) & group packages
   - What's all included
   - Booking party reservations/phone script (closing the sale)
   - Grab bags ($1.99)

:30-:50

2. Preparing for a birthday party
   - Review birthday party reservations
   - Cover the birthday comment card (front & back)
   - Hats, visors, tablecloths, candles...
   - Blowing up balloons
   - Review Kid Check/greet at front
   - How to cut cakes

:50-1:10

3. Explain the party sequence (using the job aid poster)

1:10-1:20

4. Show the Star Cast Member where everything can be found
   - Cakes
   - Birthday supplies
   - Tables; the row or table numbers
   - The Character room
   - The birthday button & how it operates
   - The Pizza Service system

1:20-3:20

5. Have new Star Cast Member do a Party with you
   - This may take 2-3 parties before the new star cast member is ready to do one on their own.
   - When they are ready, have them perform the party with you by their side

3:20-3:40

6. Clean up
   - Clean up the party area and the birthday room
   - Sweep the floor
   - Show them how to pre-close the showroom

3:40-4:00 C. **AFTER ON THE JOB TRAINING**

- Take "Birthday" test
- Review the days training
- Review any birthday comment cards received
- Provide feedback on performance
- Review the next days training schedule

BIRTHDAYS
DAY 2
(4 ½ HOURS)

A. **GET READY**
- 2 parties assigned to new cast member
- Supplies available
- "Suggestive Selling" Video ready

:00-:05 B. **WELCOME**
- Uniform inspection
- Cover today's agenda
- Watch "Suggestive Selling" Video

:05-:15 C. **SET-UP PARTY ROW**
- Cake display
- Cake
- Candles
- Sprinkles
- Comment Card
- Spatula
- Hats
- Tablecloth
- Crown
- Balloons

:15-:30 D. **GREET FIRST PARTY AT KID CHECK** - Let cast member do party with you at their side! Have a PARTY!

:30-2:00
- Explain sequence to Mom
- Sit Birthday child
- Take order and ring up (suggestive sell to adults)
- Serve drinks, decorate cake, serve pizza
- Pre-bus/bus
- Coffee for adults?
- Collect payment
- Manager has Mom fill out comment card
- Help in car with packages

2:00-2:15 F. **CLEAN UP AND RESET FOR NEXT WAVE**

2:15-2:30 G. **GREET NEXT PARTY AT KID CHECK** - Let cast member do party with you at their side!

2:30-4:00 H. **HAVE A PARTY!** (Same as above)

4:00-4:15 I. **CLEAN UP AND RESET FOR NEXT WAVE**

4:15-4:30 J. **REVIEW TODAY'S SHIFT**
- Plenty of feedback
- Can they go solo?
- Would you feel ok with them doing your child's party? If not, repeat this day!

BIRTHDAY - SKILL VALIDATION & VIDEO CHECKLIST

ITEM	3 MONTH RE-VALIDATION OF SKILL & KNOWLEDGE (VIDEO)							
	SKILL							
	ORIGINAL DATE VALIDATED		RE-VALIDATION - 90 DAYS		RE-VALIDATION - 180 DAYS		RE-VALIDATION -270 DAYS	
	CAST MEMBER/RAT PACK		CAST MEMBER/RAT PACK		CAST MEMBER/RAT PACK		CAST MEMBER/RAT PACK	
BOOKING THE PARTY								
PROVIDE ALL INFO								
SELL THE PARTY								
# KIDS/ADULTS								
DATE/TIME								
1 1/2 HRS, TOKENS, PIZZA, CAKE								
PARTY SUPPLIES 7.49								
PAYMENT METHODS								
SETTING UP THE PARTY								
BLOWING BALLOONS								
PARTY SET UP TABLE								
BALLOON PLACEMENT								
ADULT SEATS RESERVED								
THE PARTY								
GREET FRONT DOOR/KID CHECK								
CARRYING PACKAGES								
EXPLAINING TO PARENT								
IDENTIFYING B-DAY CHILD								
TAKE ORDER								
ORDER TO MRG/COORDINATOR								
SOFT DRINKS								
DELIVER/SERVICE PIZZA								
PREBUSSING								
LIVE CEC								
INTERACTION W/KIDS								
BIRTHDAY SHOW								
CUTTING CAKES								
SERVING CAKE								
PRE-BUS								
CLEAN UP/BUS								
HELPING W/PRESENTS								
THANK THE GUEST								
COMMENT CARD								
	KNOWLEDGE (VIDEOS)							
	DATE VIEWED		DATE VIEWED		DATE VIEWED		DATE VIEWED	
BIRTHDAY								
SUGGESTIVE SELLING								
SHOWROOM								

RAT PACK TRAINER:

SALAD BAR (AM)

DAY 3
(3 HOURS)

A. **GET READY**

- Salad diagram at salad bar
- All utensils available - crocks, inserts, ice guards, tongs, spoons, ladles, plastic gloves
- Salad photos at prep station
- Wonder knife, Whizard glove and cutting boards set up
- Par level sheets filled out by manager
- "Salad Bar" Video ready
- "Suggestive Selling" Video ready

:00-:20 B. **WELCOME**

- Uniform inspection
- Preview today's shift and expectations
- Watch "Salad Bar" video

:20-2:00 C. **SET UP SALAD BAR** - Focus on knowledge & skill today, speed tomorrow. (Ready by 9:45 a.m.)

1. Opens the Salad Bar

   - Place crocks in proper position. Leave lids on.
   - Fill with ice
   - Remove lids
   - Mound all items

2. Prep all necessary items per par level sheets. Quiz spec and shelf lives.

   - Prep 1 crock each to open salad bar, then finish up prep levels.

     a) **Lettuce Mix**

     - Iceberg - 4 heads
     - Romaine - 1 head
     - Shredded carrots - 4 ounces
     - Red Cabbage (1/8") - 6 ounces

   - Coring Lettuce
   - Cutting Romaine
   - Shredding Carrots
   - Cutting Cabbage

b) **Prep Items** | **Spec** | **Shelf Life**

Mushrooms	Silhouettes only, 1/8"	To make nightly
Bell Peppers	1/4" whole rings	To make nightly
Onions	1/4" whole rings	36 hours
Cucumbers	1/4" seeds showing	Discard nightly
Spinach	<3" long or tear in half	36 hours
Broccoli	1 - 1 ½" long florets	36 hours
Eggs	1/4" diced	Discard nightly
Strawberries	Topped, whole or cut in half	Discard nightly
Cantaloupe/ Honeydew	1x1" pieces, no rind	24 hours
Watermelon	1x1" pieces	Good for 1 shift
Cherry Tomatoes	remove stem	48 hours

c) Non-Prep Items - Transfer to pitchers
- Pasta Salad
- Cottage Cheese
- Dressings
- Bacon Bits
- Cheddar Cheese
- Dry Condiments

2:00-2:30 D. **FINAL SET-UP**

- Utensils in proper positions
- Ice filled
- Kale placed out

BEVERAGE BAR

- Install Coke nozzles
- Cut lemons, place in crock w/kale
- Make tea (3 square bags)
- Make coffee (1-2 round bags)
- Refill all condiments & ice bins
- Wipe down
- Watch "Suggestive Selling" Video

2:30-2:45 E. **CLEAN UP PREP AREA**

- Place lettuce mix out
- Is it picture perfect?
- Assess it together, give feedback

2:45-3:00 G. **REVIEW TODAY'S SHIFT**

- Set-up
- Specs and shelf life
- Feedback
- Confirm tomorrow's shift

SALAD BAR (AM)

DAY 4
(3 HOURS)

A. **GET READY**

- Salad diagram at salad bar
- All utensils available - crocks, inserts, ice guards, tongs, spoons, ladles, plastic gloves
- Salad photos at prep station
- Wonder knife, Whizard glove and cutting boards set up
- Par level sheets filled out my manager

:00-:20 B. **WELCOME**

- Uniform inspection
- Preview today's shift and expectations
- Watch "Salad Bar" video

:20-2:00 C. **SET UP SALAD BAR** - Build Speed, (ready by 9:45 a.m.) but keep doing it right. Quiz knowledge.

1. Opens the Salad Bar

   - Place crocks in proper position. Leave lids on.
   - Fill with ice
   - Remove lids
   - Mound all items

2. Prep all necessary items per par level sheets. Quiz spec and shelf lives.

   - Prep 1 crock each to open salad bar, then finish up prep levels.

     a) Lettuce Mix

     - Iceberg - 4 heads
     - Romaine - 1 head
     - Shredded carrots - 4 ounces
     - Red Cabbage (1/8") - 6 ounces

   - Coring Lettuce
   - Cutting Romaine
   - Shredding Carrots
   - Cutting Cabbage

b) **Prep Items** — **Spec** — **Shelf Life**

Mushrooms	Silhouettes only, 1/8"	To make nightly
Bell Peppers	1/4" whole rings	To make nightly
Onions	1/4" whole rings	36 hours
Cucumbers	1/4" seeds showing	Discard nightly
Spinach	<3" long or tear in half	36 hours
Broccoli	1 - 1 ½" long florets	36 hours
Eggs	1/4" diced	Discard nightly
Strawberries	Topped, whole or cut in half	Discard nightly
Cantaloupe/ Honeydew	1x1" pieces, no rind	24 hours
Watermelon	1x1" pieces	Good for 1 shift
Cherry Tomatoes	Remove stem	48 hours

c) Non-Prep Items - Transfer to pitchers
Pasta Salad
Cottage Cheese
Dressings
Bacon Bits
Cheddar Cheese
Dry Condiments

2:00-2:30 D. **FINAL SET-UP**

- Utensils in proper positions
- Ice filled
- Kale placed out

BEVERAGE BAR

- Install Coke nozzles
- Cut lemons, place in crock w/kale
- Make tea (3 square bags)
- Make coffee (1-2 round bags)
- Refill all condiments & ice bins
- Wipe down

2:30-2:45 E. **CLEAN UP PREP AREA**

- Place lettuce mix out
- Is it picture perfect?
- Assess it together, give feedback

2:45-3:00 G. **REVIEW TODAY'S SHIFT**

- Take salad bar test
- Can I go solo and be done right by 9:45 a.m.?

SALAD BAR (A.M.)
CAST TRAINING SCHEDULE

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
DATE					
TIME					
HOURS	2	4	3	3	4
AGENDA	ORIENTATION *WELCOME TO C.E.C.*	SERVICE GENERAL SHOWROOM 4 PRE-BUS POINTS 8 POINT SERVICE SEQUENCE PIZZA DELIVERY	SALAD BAR PREP & SET-UP SUGGESTIVE SELL	SALAD BAR PREP & SET-UP	SKILL VALIDATION
VIDEOS	ORIENTATION VISION QUEST SEXUAL HARASSMENT	CEC GENERAL SECURITY SHOWROOM	SUGGESTIVE SELLING SALAD BAR		
HOMEWORK	READ: SERVICE GENERAL SHOWROOM STUDY: SERVICE GENRAL SHOWROOM	READ: SALAD BAR REVIEW: SERVICE GENERAL TEST SHOWROOM TEST	TAKE: SERVICE GENERAL TEST SHOWROOM TEST READ: SALAD BAR STUDY: LETTUCE MIX SPECS.	TAKE: SALAD BAR TEST	*BLOW OUR GUESTS AWAY!!!*

TEAM LEADER SCHEDULE

SALAD BAR - SKILL VALIDATION & VIDEO CHECKLIST

ITEM	3 MONTH RE-VALIDATION OF SKILL & KNOWLEDGE (VIDEO)							
	SKILL							
	ORIGINAL DATE VALIDATED		RE-VALIDATION - 90 DAYS		RE-VALIDATION - 180 DAYS		RE-VALIDATION -270 DAYS	
	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER
LOCATION OF PRODUCE								
IN WALK-IN/STORAGE								
KALE PREP/STORAGE								
ICE SALAD BAR								
SET UP CROCKS								
CLEAN SNEEZE GUARD								
ROTATION/NEW ITEMS								
FALSE BOTTOM								
WONDER KNIFE								
WHIZARD GLOVES								
LETTUCE RECIPE								
- ICE BATH								
- ROMAINE								
- CARROTS								
- CABBAGE								
CUCUMBERS, ONION, PEPPERS								
SPINACH, EGGS, MUSHROOMS								
FRUIT/WINTER FRUIT								
DRY CONDIMENTS								
DRESSINGS								
STORAGE OF ITEMS								
PRODUCE ORDER								
PRODUCE RECEIVING								
SALAD MAINTENANCE (GLOVES)								
SHIFT CHANGE - CROCKS								
CHANGE KALE								
RQS TOP 5 PRIORITIES								
PRESENTATION								
READY TO OPEN (9:45/4:45)								
SALAD PREP AREA								
CLEANLINESS								
	KNOWLEDGE (VIDEOS)							
	DATE VIEWED		DATE VIEWED		DATE VIEWED		DATE VIEWED	
SALAD BAR								
SHOWROOM								
SUGGESTIVE SELLING								

SHOWROOM

DAY 2
(2 HOURS)

A. **GET READY**

- Table set-up with all tools
  - Red #'s
  - Blue checkback stands
  - Delivery (spotter) chart
  - Cleaning supplies to bus tables
  - High chair/booster seats
  - "Showroom" Video ready

:00-2:00 B. **CEC GENERAL** (Refer to CEC General Outline)

2:00-2:20 C. **SHOWROOM OVERVIEW**

- Watch "Showroom" Video
  - Pre-bussing/bussing tables
  - Pizza delivery
  - Section Host
  - Live CEC

2:20-3:00 D. **PRE-BUS/BUSSING TABLES**

section hosting

- Cover 4 Pre-Bus Points - Role play with you as Guest.
- Cleaning tables
- Racking dishes
- Restocking condiments
- Box pizza if unsure if Guest still here
- High chair set up (clean, bib and buckled)

3:00-3:30 E. **PIZZA DELIVERY/8 POINT SEQUENCE**

show and act out

- Role play with you as Guest
- 15 second max - watch the window
- Use spotter chart - direct delivery
- Practice 8 Point Service Sequence
- Blue checkbacks

3:30-3:45 F. **LIVE CEC!**

3:45-4:00 G. **REVIEW TODAY'S SHIFT**

- CEC General
- Pre-bus/Bussing
- Pizza Delivery
- Live Shows
- Confirm tomorrow's shift time

SHOWROOM

DAY 3
(4 HOURS)

:00-:05 A. **WELCOME**

- Uniform inspection
- Preview today's shift and expectations
- "Suggestive Selling" Video ready

:05-:30 B. **ROLE OF A SECTION HOST** - Role play with you as Guest. (Tell/Show)

- Watch "Suggestive Selling" Video
- Initial introduction/greeting
- Pizza delivery
- Checkback
- 4 Pre-Bus Points/8 Point Service Sequence

:30-3:00 C. **BE A SECTION HOST** - Live practice with you as a shadow. (Do/Review)

- Give feedback as they train above points.
- Participate in every Live Show.

3:00-3:30 D. **PRE-CLOSE/CLOSING DUTIES**

- Walk through 10 minute cleaning jobs
- Pre-close section
- Show closing duties

3:30-3:45 E. **TAKE SHOWROOM TEST** - Grade and Review

3:45-4:00 F. **REVIEW TODAY'S SHIFT**

- Reconfirm tomorrow's training time.

SHOWROOM
CAST TRAINING SCHEDULE

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
DATE					
TIME					
HOURS	2	4	4	3	
AGENDA	ORIENTATION STORE TOUR *WELCOME TO C.E.C.*	SERVICE GENERAL AND TEST <u>SHOWRROM:</u> 4 PRE-BUS POINTS 8 POINT SERVICE SEQUENCE PIZZA DELIVERY	ROLE OF A SECTION HOST PRACTICE PRE-CLOSING/CLSOING DUTIES SUGGESTIVE SELL	SKILL VALIDATION	
VIDEOS	ORIENTATION VISION QUEST SEXUAL HARASSMENT	CEC GENERAL SECURITY SHOWROOM	SUGGESTIVE SELLING		
HOMEWORK	<u>READ:</u> SERVICE GENERAL SANITATION STORAGE SHOWROOM <u>STUDY:</u> 4 PRE-BUS POINTS 8 POINT SERVICE SEQUENCE	<u>TAKE:</u> SERVICE GENERAL TEST <u>STUDY:</u> SHOWROOM TEST	<u>RECITE:</u> 4 PRE-BUS PONTS 8 POINT SERVICE SEQUENCE <u>TAKE:</u> SHOWROOM TEST		*BLOW OUR GUESTS AWAY!!!*

TEAM LEADER SCHEDULE

SHOWROOM - SKILL VALIDATION & VIDEO CHECKLIST

ITEM	3 MONTH RE-VALIDATION OF SKILL & KNOWLEDGE (VIDEO)							
	SKILL							
	ORIGINAL DATE VALIDATED		RE-VALIDATION - 90 DAYS		RE-VALIDATION - 180 DAYS		RE-VALIDATION -270 DAYS	
	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER
8 PT SERVICE SEQUENCE								
PIZZA DELIVERY								
READING A TICKET								
FINAL QUALITY CHECK								
SPOTTING CHART								
LOCATION RED #								
UNABLE TO LOCATE GUEST								
CHECK BACK								
INTRODUCE PIZZA								
DISTRIBUTE PLATES (3 CENTS EA)								
4 PRE-BUS POINTS								
PREBUSSING								
UNWANTED TRASH								
PRE-BOX (PRICE OF BOXES)								
REFILLS								
GUEST INTERACTION								
RACK/WASH DISHES								
BUSSING								
TABLE/CHAIRS HIGHCHAIR								
CONDIMENT-NAPKIN DISP.								
FLOOR-SURROUNDING AREA								
REFILL CONDIMENTS								
LOCATION OF ITEMS ON TABLE								
HOSTESS WAIT								
SEATER								
LIVE CEC								
CHUCKETTE ENTHUSIASM								
CLEANLINESS								
RQS TOP 5 PRIORITIES								
	KNOWLEDGE (VIDEOS)							
	DATE VIEWED		DATE VIEWED		DATE VIEWED		DATE VIEWED	
SHOWROOM								
SUGGESTIVE SELLING								

KID CHECK
DAY 3
(2 HOURS)

:00-:15 A. **WELCOME**
- Uniform Inspection
- Present today's tasks to be covered and expectations
- Show the "Kid Check" video
- Show the "Suggestive Selling" Video

:15-:30 B. **ON THE JOB TRAINING**

1. Station Set-Up
   - Ink pad - keep closed
   - Stamps - turn # after each family; birthdays get letters
   - Stickers - use of
   - Pen to date stickers
   - Birthday Reservation form with letters assigned
   - Test Tokens
   - Kid Check Vest/Nametags (remove red apron)

:30-1:00

2. Role Play Scenarios (you be the Guest)

   Check In
   - Friendly greeting/explain
   - Clarity of stamp
   - Regular visit - stamp with number - direct to Cashier **"Don't forget to ask for your Token Value Deals."**
   - Reserved birthday - stamp with letter - direct to Hostess **"Don't forget to ask your Hostess about birthday grab bags."**
   - Walk-in birthday - stamp with number. Tell someone so we can later sing Happy Birthday!
   - Guest that doesn't want stamp - stamp sticker with number.
   - Infants/small children - stamp sticker with number.
   - Guest that wants no part of Kid Check - get description and notify manager.
   - Location of stamp - LEFT HAND UP BY WRIST.

   Check Out
   - Match letters/number
   - Say out loud (i.e., 15, 15, 15, - Great! Thanks!)
   - Always check out everyone

   Miscellaneous
   - Answer phone during non-peak times
   - Test token refund if guest loses one
   - Always get relief if you have to leave

1:00-1:45

3. PRACTICE, PRACTICE, PRACTICE (You must stay right next to them as support)

1:45-2:00 C. **AFTER ON THE JOB TRAINING**
- Take "Kid Check" Test
- Review the day's training
- Provide feedback on performance

KID CHECK
CAST TRAINING SCHEDULE

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
DATE					
TIME					
HOURS	2	4	4	4	
AGENDA	ORIENTATION *WELCOME TO C.E.C.*	SERVICE GENERAL SHOWROOM PIZZA DELIVERY PRE-BUS/BUS	KID CHECK STATION SET-UP CHECK-IN CHECK-OUT SUGGESTIVE SELL PHONES "WHAT IFS"	SKILL VALIDATION	
VIDEOS	ORIENTATION VISION QUEST SEXUAL HARASSMENT	CEC GENERAL SECURITY SHOWROOM	KID CHECK SUGGESTIVE SELL		
HOMEWORK	READ: SERVICE GENERAL STORAGE SANITATION SHOWROOM STUDY: SERVICE GENERAL TEST SHOWROOM TEST	READ: KID CHECK TAKE: SHOWROOM TEST STUDY: KID CHECK TEST	TAKE: KID CHECK TEST		*BLOW OUR GUESTS AWAY!!!*

TEAM LEADER SCHEDULE

KID CHECK

SKILL VALIDATION & VIDEO CHECKLIST

ITEM	3 MONTH RE-VALIDATION OF SKILL & KNOWLEDGE (VIDEO)							
	SKILL							
	ORIGINAL DATE VALIDATED		RE-VALIDATION - 90 DAYS		RE-VALIDATION - 180 DAYS		RE-VALIDATION -270 DAYS	
	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER
STATION SET UP								
INK PAD								
STAMPS (2)								
STICKERS								
RESERVATION FORM								
UNIFORM								
CHECK-IN								
INTERACTION WITH GUEST								
CLARITY OF STAMP/LOCATION OF								
REGULAR GUESTS								
RESERVED PARTIES								
SUGGESTIVE SELLING								
TOKEN VALUE TO REG. GUESTS								
GRAB BAGS-RESERVED PARTIES								
IDENTIFY WALK-IN PARTIES								
(BALLOON /CROWN)								
CHECK OUT								
MATCH LETTERS/NUMBERS								
ANNOUNCE NUMBERS OUT LOUD								
DON'T LEAVE AREA								
CHECK EVERYONE OUT								
	KNOWLEDGE (VIDEOS)							
	DATE VIEWED		DATE VIEWED		DATE VIEWED		DATE VIEWED	
KID CHECK								

TEAM LEADER TRAINER:

COSTUME CHARACTER - SKILL VALIDATION & VIDEO CHECKLIST

ITEM	3 MONTH RE-VALIDATION OF SKILL & KNOWLEDGE (VIDEO)							
	SKILL							
	ORIGINAL DATE VALIDATED		RE-VALIDATION - 90 DAYS		RE-VALIDATION - 180 DAYS		RE-VALIDATION -270 DAYS	
COSTUME	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER
PUTTING IT ON								
TAKING IT OFF								
SHOES								
CARE/CLEANING								
READ MAGICAL WARDROBE								
PEP/PERSONALITY								
TROUBLE SIGNAL								
INTERACTION WITH GUEST								
LIVE CEC								
AUTOGRAPHED PHOTOS								
BIRTHDAY SHOW								
GETTING IN BALL CRAWL								
SAFETY								
PLAYING GAMES W/KIDS								
KIDDIE RIDES								
RQS TOP 5 PRIORITIES								
	KNOWLEDGE (VIDEOS)							
	DATE VIEWED		DATE VIEWED		DATE VIEWED		DATE VIEWED	
SHOWROOM								
THE CHARACTER								
BIRTHDAY								
SUGGESTIVE SELLING								

THE COSTUME CHARACTER

DAY 3
(4 HOURS)

:00-:20 A. **WELCOME**

- Uniform inspection
- Present today's tasks to be covered & expectations
- Have Cast Member take the "CEC General" test
- Show the "Character" training video

:20-:60 B. **ON THE JOB TRAINING**

- Every Guest see's Chuck E. Cheese
- Scheduled time on the floor
- Practice getting into various costumes
- Dressing of the Character
- Cleaning of the Character
- Storage of the Character
- Autographs
- How to handle scared kid's

PRACTICE SOME MOVES WITH TRAINERS GUIDANCE

- Watch the "Live Chuck E." video for additional moves
- Practice Birthday Parade of Cakes
- Discuss the Live Chuck E. performance

:60-3:30 PRACTICE, PRACTICE, PRACTICE - Out on the floor
- You're their escort. Be near by for help.

3:30-3:45
- Clean-up
- Clean & organize the costume room
- Sweep and vacuum
- Clean CEC

3:45-4:00 C. **AFTER ON THE JOB TRAINING**

- Take the Character test
- Review the days training
- Provide feedback on performance
- Review the next days training schedule
- Watch "Birthday" Video and "Suggestive Selling"

Live Show practice will need to be schedules separately during non-peak times. Let the new Cast Member get comfortable with being in the costume before moving to Live Shows.

A 4 Hour Premier Training Day

COSTUME
CAST TRAINING SCHEDULE

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
DATE					
TIME					
HOURS	2	4	4	4	
AGENDA	ORIENTATION *WELCOME TO C.E.C.*	SERVICE GENERAL & TEST PIZZA DELIVERY PRE-BUS/BUS SHOWROOM SUGGESTIVE SELL	COSTUME CARE DRESSING PRACTICE MOVES LIVE SHOW	SKILL VALIDATION	
VIDEOS	ORIENTATION VISION QUEST SEXUAL HARASSMENT	CEC GENERAL SECURITY SHOWROOM	GAMEROOM SUGGESTIVE SELL BIRTHDAY		
HOMEWORK	READ: SERVICE GENERAL STORAGE SANITATION SHOWROOM STUDY: SERVICE GENERAL TEST SHOWROOM TEST	READ: CHARACTER TAKE: SHOWROOM TEST STUDY: CHARACTER TEST	TAKE: CHARACTER TEST	*BLOW OUR GUESTS AWAY!!!*	

TEAM LEADER SCHEDULE

GAMEROOM - SKILL VALIDATION & VIDEO CHECKLIST

ITEM	3 MONTH RE-VALIDATION OF SKILL & KNOWLEDGE (VIDEO)							
	SKILL							
	ORIGINAL DATE VALIDATED		RE-VALIDATION - 90 DAYS		RE-VALIDATION - 180 DAYS		RE-VALIDATION -270 DAYS	
	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	CAST MEMBER/	CAST MEMBER/	TEAM LEADER
GUEST INTERACTION								
GAMEROOM GREETING								
SHOW KIDS HOW TO PLAY GAMES								
COMMENTING ON GOOD SCORES								
BUS/PRE-BUS TO THANK YOU BOX								
SUGG. SELLING (B.C.=TOKEN VALUES)								
RQS TOP 5 PRIORITIES								
EQUIPMENT CHECK								
TEST TOKEN ACCT. (LOG)								
KEYS								
TECH LOG								
TICKET SECURITY (COST)								
GAME SECURITY								
COIN DROP								
ALL GAMES								
L RIDES								
LLING TICKETS (COMBINING STACKS)								
BALANCING S.B. (TICKET/BALLS)								
DOWN GAMES								
COIN MECH								
TICKET MECH								
TROUBLE SHOOTING								
OFF THE FLOOR!!								
KIDDIE RIDES								
COIN MECH								
TROUBLE SHOOTING								
PM CALENDAR								
DETAIL CLEANING								
BALL CRAWL								
FUN DIRECTOR								
CLEANLINESS								
3 GAMES TO PLAY								
ROLL TOKENS								
CLOSE W/CHECKLIST								
TECH ROOM ORG.								
TOOLS PUT AWAY								
	KNOWLEDGE (VIDEOS)							
	DATE VIEWED		DATE VIEWED		DATE VIEWED		DATE VIEWED	
GAMEROOM								
SHOWROOM								
SUGGESTIVE SELLING								

GAMEROOM

DAY 3
(4 HOURS)

:00-:20 **A. WELCOME**

- Uniform inspection
- Present today's tasks to be covered & expectations
- Show the "Gameroom" training video
- Show the "Suggestive Selling" training video

:20-:30 **B. ON THE JOB TRAINING**

1. The definition of the Fun Master
   - 3 key areas - kiddie, skill, Sky Crawl
     a) Game Attendant - cover whole area
     b) Game Attendant - 1 in kiddie area, 1 in skill area
     c) Peak times - 2 + Sky Crawl attendant

:30-:40 2. Explanation of tools needed
   - Test Tokens - sign in & out
   - Keys - return to Manager
   - Tech log - document problems

:40-:55 3. Game Room Greeting
   - Work game to game, table to table
   - Introduce yourself to each guest
   - Pre-bus/bus only to Thank You box
   - Stay in your area
   - Role play a few times

:55-1:10 4. Game Problems
   - Four things to check
   - Fixing coin mechs
   - Fixing ticket mechs
   - Safety features of kiddie rides

1:10-1:25 5. Ticket Dispensing Standards
   - Cover standards for every game that gives out tickets
   - They need to know in case a guest asks

1:25-1:40 6. Sky Crawl (IT'S FREE!!)
   - Two rules - Safety & Fun
   - Monitor at <u>all</u> times
   - Get in when busy or assigned
   - Play games - CEC Says, Find Tokens/Tickets, Juggle
   - If asking big kid's to get out, give a few tokens
   - Keep it FUN!

1:40-3:10 7. PRACTICE, PRACTICE, PRACTICE
- You should be by their side the entire time
- 30 minutes per area; rotate around
- Feedback on guest interaction

3:10-3:40 8. Clean-up
- Wiping games
- Pre-close
- Game Cleanliness

3:40-4:00 C. **AFTER ON THE JOB TRAINING**

- Take Gameroom Test
- Review the days training
- Provide feedback on their performance
- Review next days training schedule

A 4 Hour Premier Training Day

GAMEROOM
CAST TRAINING SCHEDULE

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
DATE					
TIME					
HOURS	2	4	4	4	
AGENDA	ORIENTATION *WELCOME TO C.E.C.*	SERVICE GENERAL SHOWROOM PIZZA DELIVERY PRE-BUS/BUS	GAMEROOM TOOLS/PROBLEMS SKY CRAWL KIDDIE ROOM SKILL AREA GAMEROOM GREETING SUGGESTIVE SELL SECURITY SAFETY	SKILL VALIDATION	
VIDEOS	ORIENTATION VISION QUEST SEXUAL HARASSMENT	CEC GENERAL SECURITY SHOWROOM	GAMEROOM SUGGESTIVE SELL		
HOMEWORK	READ: SERVICE GENERAL STORAGE SANITATION SHOWROOM STUDY: SERVICE GENERAL TEST SHOWROOM TEST	READ: GAMEROOM TAKE: SHOWROOM TEST STUDY: GAMEROOM TEST	TAKE: GAMEROOM TEST		*BLOW OUR GUESTS AWAY!!!*

TEAM LEADER SCHEDULE

BACK OF HOUSE

SCHEDULES AND AGENDAS

DOUGH
CAST TRAINING SCHEDULE

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
DATE					
TIME					
HOURS	2	4	4	4	4
AGENDA	ORIENTATION *WELCOME TO CEC*	KITCHEN GENERAL PIZZA MAKE OVEN CUT RECITE: 5 PROOFING CHARACTERISTICS	DOUGH ROLL OUT MIXING BUNNING PROOFING	SKILL PRACTICE ROLL OUT MIXING BUNNING PROOFING	SKILL VALIDATION
VIDEOS	ORIENTATION VISION QUEST SEXUAL HARASSMENT	CEC GENERAL SECURITY PIZZA MAKE/CUT	DOUGH		
HOMEWORK	READ: KITCHEN GENERAL STORAGE PIZZA MAKE OVEN CUT STUDY: BIRTHDAY TEST	READ: DOUGH TAKE: KITCHEN GENERAL TEST STUDY: DOUGH TEST	RECITE: 5 PROOFING CHARACTERISTICS STUDY: DOUGH TEST	TAKE: DOUGH TEST	*BLOW OUR GUESTS AWAY!!!*

TEAM LEADER SCHEDULE

DOUGH

DAY 3
(4 HOURS)

A. **GET READY**

- Running Station Set-Up
  - cutting board
  - scale, knife
  - trays
  - oil/brush
  - trash bag
  - water bucket
  - thermometer
  - dough production sheet

- Roll-out Station Set-Up
  - Dough scraper
  - Oil/Pam spray
  - Docker
  - Screens

:00-:20 B. **WELCOME**

- Uniform inspection
- Present today's tasks to be covered & expectations
- Show the "Dough" training video

C. **ON THE JOB TRAINING**

:20-1:20 1. A.M. 3 stage roll-out - Dough Production Sheet
- Pull 1st stage - let warm
- How to use roller
- Sizing knobs
- Installing blades
- Dock breadsticks
- How to roll-out & pan
- 1/4" clearance
- Label stacks
- Place on oven with timer if necessary

1:20-1:30 2. Make Dough
- Water temp/weight
- Add water first
- Mixer controls and usage
- Finished dough temp

1:30-2:00 3. Running Dough - Dough Production Sheet
- Use timer
- Weights & #/buns per size
- How to cut it
- How to bun - round, smooth, sealed
- Oiling
- Label and put in walk-in
- When to cover

2:00-2:15

4. Discuss the Proofing Cycle
   - Timing skins
   - Rotation
   - How to know when it's proofed
   - Memorize 5 characteristics

2:15-3:15

5. Finish Roll-out and bunning dough

3:15-4:00

6. Kitchen General
   - Clean mixer - no green pads on bowl/arm
   - Clean roller - no green pads on rollers

D. **AFTER ON THE JOB TRAINING**

- Review the days training
- Provide feedback on performance
- Review the next days training schedule

A 4 Hour Premier Training Day

DOUGH

DAY 4
(4 HOURS)

:00-:05 **A. WELCOME**

- Uniform inspection
- Let's get to it

:05-2:45 **B. COMPLETE ALL MIXING, BUNNING AND ROLL-OUT**

- Follow the flow in dough video to complete it all on time
- Roll-out
  - No roller coasters
  - Labeled stacks
  - 3 stages set-up
  - 1/4" clearance
  - Proofed when need (use oven if necessary)
- Mixing/Bunning
  - Water Temp Log used
  - Mixer controls understood
  - Buns same weight; round, smooth, sealed & oiled
  - Labeled and in walk-in within 30 minutes

2:45-3:00 **C. CLEAN-UP**

- Mixer
- Roller
- Rolling and Bunning Stations

3:00-3:30 **D. PROOFING CYCLE**

- Rotate skins

3:30-4:00 **E. REVIEW THE DAYS TRAINING**

- Take dough test
- Give feedback
- Confirm time of next shift

DOUGH - SKILL VALIDATION & VIDEO CHECKLIST

ITEM	3 MONTH RE-VALIDATION OF SKILL & KNOWLEDGE (VIDEO)							
	SKILL							
	ORIGINAL DATE VALIDATED		RE-VALIDATION - 90 DAYS		RE-VALIDATION - 180 DAYS		RE-VALIDATION -270 DAYS	
	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER
DOUGH								
RECIPE								
WATER TEMPERATURE								
WATER QUANTITY								
FINISH DOUGH TEMPERATURE								
SPEED/TIME								
BUN SIZES (WEIGHTS)								
NUMBER OF BUNS PER TRAY								
SHELF LIFE								
OIL BUNS								
ROLL OUT 1/4" CLEARANCE								
PROOFING CHARACTERISTICS								
PROOF RACK ORGANIZED								
FOLLOWS 3 STAGE ROLL OUT								
PROOF TIMER								
	KNOWLEDGE (VIDEOS)							
	DATE VIEWED		DATE VIEWED		DATE VIEWED		DATE VIEWED	
DOUGH								

TEAM LEADER TRAINER: _____

PIZZA MAKE/OVEN CUT
CAST TRAINING SCHEDULE

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
DATE					
TIME					
HOURS	2	4	4	4	4
AGENDA	ORIENTATION *WELCOME TO C.E.C.*	CEC GENERAL PIZZA MAKE PREP PAR LEVEL SHEETS KITCHEN PIZZAS SANDWICHES BREADSTICKS HOT DOGS RECITE: 5 PROOFING CHARACTERISTICS	PIZZA MAKE & PRACTICE SANDWICH SET-UP CUT PRACTICE RECITE: 6 QUALITY PIZZA COOKING CHARACTERISTICS	SKILL VALIDATION	
VIDEOS	ORIENTATION VISION QUEST SEXUAL HARASSMENT	CEC GENERAL SECURITY PIZZA MAKE/CUT			
HOMEWORK	READ: KITCHEN GENERAL STORAGE PIZZA MAKE STUDY: KITCHEN GENERAL TEST 5 PROOFING CHARACTERISTICS 6 QUALITY COOKING CHARACTERISTICS	READ: OVEN CUT STUDY: PIZZA MAKE TEST OVEN CUT TEST	TAKE: PIZZA MAKE & OVEN CUT TESTS	*BLOW OUT GUESTS AWAY!!!*	

TEAM LEADER SCHEDULE

KITCHEN GENERAL
PIZZA MAKE/OVEN CUT
DAY 2
(4 HOURS)

:00-2:00 A. **CEC GENERAL** (Refer to CEC General Outline)

2:00-2:15 B. **SHOW THE "PIZZA MAKE/OVEN CUT" VIDEO**

2:15-2:45 C. **PREP PROCEDURES**

- Show different size inserts (i.e. full, half, 1/3, 1/6, 1/9)
- Use of Par Level Sheet from Manager
- Prep some of each item
  - Cheese
  - Sauce
  - Pepperoni
  - Canadian Bacon
  - Sausage
  - Beef
  - Bell Peppers
  - Onions
  - Tomatoes
  - Garlic Margarine
  - Canned Goods
  - Mushrooms
- Daydot and rotate
- Make Table set-up
  - Use diagram to show place

2:45-3:00 D. **READING A KITCHEN TICKET/USE OF PORTION CONTROL CHART**

- Single Topping Pizzas
- Multiple Topping Pizzas
- Super Combo/Veggie
- Half & Half
- Hold Items
- Breadsticks
- Sandwiches
- Hot Dogs
- Cheese Dogs

Focus just on the knowledge of how to use the chart

3:00-3:30 E. **CONSTRUCTING A PIZZA**

- 5 identifiers of a fully proofed crust
- Sauce
- Heaping ladle (correct size)
- All red, none on lip of crust

- Cheese
  - Start from outside and work in (all white)
  - Shake pan gently to distribute
- Toppings
  - One topping - white portion only
  - Multiple topping - first topping on chart, white portion, all additional toppings, shaded portion
- Two or more toppings on window side of oven
- Three or more toppings on back side of oven

3:30-3:45 F. <u>OTHER ITEMS</u> - Prep one of each

<u>Prep Sandwiches</u>

Ham & Cheese
Slice roll in half lengthwise
2 slices of provolone folded over, 2 ½ oz ham, 2 slices provolone

Italian Sub
Slice roll in half lengthwise
16 slices pepperoni, 2 oz ham, 2 slices provolone

Turkey Bacon Melt
Slice <u>wheat</u> roll in half lengthwise
2 oz. turkey, 2 slices bacon, 2 slices provolone

- Wrap in cellophane, daydot, shelf life 1 day
- Cooked on 2 pans at halfway point of oven

<u>Breadsticks</u>

- Lightly brush with liquid margarine
- Level 2 oz. souffle cup of Parmesan cheese
- Spread over entire skin
- Lift out and cut with pizza wheel 7 - 1" cuts = 8 pieces
- Bake on parchment paper on window side

<u>Hot Dogs</u>

- Wrap bun in foil, place on foil lined single pan, cook halfway
- Cheese Dog; level souffle cup of cheddar cheese, wrap bun, but leave cheese exposed

3:45-4:00 G. <u>REVIEW TODAY'S SHIFT</u>

- Confirm tomorrow's shift

KITCHEN GENERAL
PIZZA MAKE/OVEN CUT
DAY 3
(4 HOURS)

A. **GET READY**

Pizza Make
- Pastry brush
- 2 oz scales
- 1 oz ladle
- 4 oz ladle
- 5 oz ladle
- Spatula
- Pizza wheel
- Garlic margarine
- Parmesan Cheese

Oven Cut
- Whizard Glove
- Wonder Knife
- Sandwich basket
- Breadstick basket
- 2 oz souffle cups
- Sauce for breadsticks
- Ketchup and Mustard
- Relish
- Pizza plates
- Potato Chips
- Small, medium & large pizza trays

:00-:20 B. **WELCOME**
- Uniform Inspection
- Today's Expectations
- Take "Pizza Make" Test

:20-2:00 C. **PIZZA MAKE PRACTICE** - Let the trainee work the make table with you there to verify every order.

- Sauce and cheese - all red/all white
- Follows chart properly
- Understands how to make all orders
- Would you put your name on each one of their pizzas?

2:00-2:15 D. **SANDWICH STATION SET-UP**
- Use par level sheets, Whizard glove and wonder knife
- Tomatoes 3/16" (#5) - Lettuce 1/8" (#3) - Onion 1/16" (#2)
- Oil, vinegar, spice mix, Parmesan cheese, kale, ranch, cherry tomato, pepperoncini

2:15-3:05 E. **PRACTICE CUT**

1. Pizzas (Refer to diagram in manuals)
   - Cut plates or cooked skins (draw on them & cut along lines)
     Large - 6 cuts - 12 pieces
     Medium - 6 cuts - 12 pieces
     Small - 4 cuts - 8 pieces
     Individual - 3 cuts - 6 pieces
   - Use pan grips & spatula to remove
   - Brush lip with garlic margarine
   - Show how to use knife
   - 1 knife per pizza
   - Slide into tray, individuals on 2 plates
   - Call time

2. Sandwiches
   - Remove with spatula
   - Garnish with:

Sub/Ham & Cheese	Turkey
3 slices tomato	3 slices tomato
1 oz lettuce	1 oz lettuce
5 onion rings	Honey Dijon dressing
Vinegar, oil, spice, blend	
Parmesan cheese	
Mayo	

   - 2 frill picks, cut in half diagonally
   - Serve all with:
     Potato chips (back right)
     Kale, cherry tomato, pepperoncini
     Offset sandwich in lined basked

3. Breadsticks
   - Separate with tip of spatula
   - Small sticks on bottom, largest on top
   - Serve with souffle cup of Ranch, souffle cup of pizza sauce (closest to sticks), piece of kale, in a lined basket
   - Call time
   - Sauce >150°, stirred every 30 minutes

4. Hot Dogs/Cheese Dogs
   - Place dog in bun
   - Place on plate with:
     Potato chips
     Packet of mustard, ketchup, relish
   - Call time

3:15-3:45 F. CLOSING AND PRE-CLOSING

- Clean each station
- Rotate make table

3:45-4:00 G. REVIEW TODAY'S SHIFT

- Take "Oven Cut" Test
- Confirm next training shift

KITCHEN GENERAL
PIZZA MAKE/OVEN CUT
DAY 4
(4 HOURS)

:00-:05 A. **WELCOME**

- Uniform Inspection
- Today's Agenda

:05-1:35 B. **PRACTICE MAKE** - Let trainee do it with you, verifying orders.

- Dough rotation - always using proofed skins?
- Are they ready to go solo?
- Speed will come - do they have the knowledge and skill?

1:35-3:05 C. **PRACTICE CUT** - Let trainee do with you, verifying orders.

- Are they ready to go solo?
- Speed will come - do they have the knowledge and skill?

3:05-3:45 D. **PRE-CLOSE/CLOSE AREA**

3:45-4;00 F. **REVIEW TODAY'S SHIFT**

- Confirm next shift

PIZZA MAKE/OVEN CUT

SKILL VALIDATION & VIDEO CHECKLIST

ITEM	3 MONTH RE-VALIDATION OF SKILL & KNOWLEDGE (VIDEO)							
	SKILL							
	ORIGINAL DATE VALIDATED		RE-VALIDATION - 90 DAYS		RE-VALIDATION - 180 DAYS		RE-VALIDATION -270 DAYS	
	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER	CAST MEMBER/	TEAM LEADER
KITCHEN GENERAL								
BEVERAGE BAR MAGIC CLEAN								
MOP WATER								
MOPPING FLOORS WET SIGN								
USE OF 3 SINKS								
CAN OPENER								
CHANGE SODA BAG-IN-BOX								
FILLING ICE								
WALK-IN ORGANIZED								
STOCK ROOM ORGANIZED								
DISHWASHER								
RQS TOP 5 PRIORITIES								
PIZZA MAKE								
5 PROOF CHECK								
READING TICKETS								
SAUCE/CHEESE PIZZA								
COMBO'S/VEGGIES								
SINGLE TOPPING								
MULTIPLE TOPPING								
1/2 & 1/2 PIZZAS								
USE OF PREP CHART								
CORRECT PREP PROCEDURES								
SETTING UP MAKE TABLE								
SCALE USAGE 100%								
MARGARINE RECIPE								
RQS TOP 5 PRIORITIES								
OVEN-CUT								
6 PIZZA FINSH QUALITY								
CHARACTERISTICS								
SANDWICH PREP								
HOT DOG PREP								
SANDWICH CONDIMENT PREP								
- LETTUCE - ONION								
- TOMATO - KALE								
SETTING UP CUT								
CALL PIZZA TIMES								
PROPER PROD. PRESENTATION								
- PIZZA								
- BREADSTICKS								
- SANDWICH								
- HOT DOGS								
RQS TOP 5 PRIORITIES								
	KNOWLEDGE (VIDEOS)							
	DATE VIEWED		DATE VIEWED		DATE VIEWED		DATE VIEWED	
PIZZA MAKE								
DOUGH								

TEAM LEADER TRAINER: _____

CHUCK E CHEESE'S

HIRE DATE

_____

STAR CAST MEMBER

_____

This will be your personal test booklet to keep on file.

SCHOOL OF SERVICE

TEST BOOK

AND

SKILL VALIDATION CHECKLISTS

ANSWER KEY

	Test Score
Chuck E Cheese's General (17 questions)	_____%
Suggestive Selling (10 questions)	
Kid Check (10 questions)	_____%
Salad Bar (21 questions)	_____%
Cash (15 questions)	_____%
Showroom (15 questions)	_____%
Birthday (15 questions)	_____%
Game room (15 questions)	_____%
Character (15 questions)	_____%

This test booklet will be kept on file and used again during cross training of a new position. Please fill in your test scores as you pass them. Training audits occur every 2-3 months.

FEBRUARY
1997

ANSWER KEY - CHUCK E. CHEESE GENERAL TEST
(17 questions)

Score: _____
Graded By: _____

1. What 3 areas are we (everyone as a team) responsible for no matter what area of the restaurant we are working in?
   - **A. Salad Bar**
   - **B. Beverage Bar**
   - **C. Restrooms**

2. What are the 2 rules we have here at Chuck E. Cheese's?
   1. **Every Guest leave happy. (a raving fan)**
   2. **Have fun while you work.**

3. A. List the 4 steps in operating a fire extinguisher.
   B. How many and where are they located in your restaurant?

   A. 1. Pull Pin
   2. Direct at base
   3. Squeeze trigger
   4. Stand 8-10 feet away

   B. How many in your location - Varies per location

   Where: varies per location

4. The safest condition for food storage is below _____ degrees and above _____ degrees.

   ANSWER: Below 40 Above 140

5. How often must the vacuum cleaner bags be emptied or changed?
   Daily

6. When making ice tea and coffee, what and how many bags are used?

	ICE TEA	COFFEE
shape bag:	**square**	**round**
# per gallon:	**1 (3 total)**	**1**

7. Describe the 4 Pre-bus Points.
   - **A. Beverage bar - prebus beverage trays, 1st point of contact**
   - **B. Pizza Delivery - loose napkins, salad bowls**
   - **C. Mom & Dad Alone - prebus kids plates/napkins**
   - **D. Mom & Dad Done - prebox, prebus plates/napkins, only cups are left**

8. Write the location of each item's proper position on the table:

Red Pepper	**left behind black pepper**
Napkin Holder	**center against wall or edge of table**
Cheese	**right behind salt**
Salt	**right in front of cheese**
Black Pepper	**left in front of red pepper**
Balloon Holder	
Table Tent display	

9. What is the proper set up of the highchair?
   - **A. Clean**
   - **B. Replace bib**
   - **C. Buckled up for next Guest's use**

10. What are the RQS Top priorities for the restroom?
    1. **15 minute checklist used**
    2. **Stocked (paper & soap)**
    3. **Toilets & urinals flushed**
    4. **Sinks & mirrors clean**
    5. **Floors clean & dry**

11. State the proper uniform of a Star Cast Member.

Baseball cap (red)	**CEC issue grey checked shirt**
Nametag	**Blue pants or shorts**
Red Apron	**Socks (white athletic style-calf height)**
Black belt	**Shoes (all white athletic style, low cut,**
No excessive jewelry	**white shoe strings.**
SMILE!!!!!!	

12. List the four steps in handling a Guest complaint.
    1. **Smile**
    2. **Listen**
    3. **Apologize**
    4. **Manager**

13. Name at least 5 components that make up our concept here at Chuck E. Cheese's.

1. **Birthdays**	2. **Families**
3. **Merchandise**	4. **Characters - Show**
5. **Chuck E. Cheese**	6. **Food/Drinks**
7. **Games/Rides, etc.....**	

14. Define suggestive selling or 2 reasons why we do it.
    Informing the Guest of items that they may not be aware of (value building)

15. What items can we suggestive sell (list at least 4)?
Tokens, Favor bags, Collector cups, extra cheese, salads, merchandise, cotton candy

16. What is the maximum number of times the phone can ring and describe the proper way to answer the telephone?

A.	**Max # of rings:**	**3**
B.	**How to answer**	**"We're making magic here at Chuck E. Cheese's, I am (name), how may I help you?"**

17. Explain to a guest why we have Kid Check (what's the purpose)
"To ensure that everyone that comes together, leaves together."

SUGGESTIVE SELLING

(School of service)
(10 questions = 100 pts)

Score:: _____%
Date: _____
Graded by:_____
(TEAM LEADER)

1. What are the 5 different suggestive selling buttons we have.

   A. **Party Favor Bags**

   B. **CEC Collector Cups**

   C. **Token Value Deals**

   D. **Extra Cheese**

   E. **Fried Cheese**

2. What are our goals per shift for each of the 5 area listed above in Question # 1?

   A. **>33%**

   B. **15 per $1,000**

   C. **> 65%**

   D. **> 33%**

   E. **> 2 per $1,000**

3. Explain the difference between an order taker and a sales person:

   An order taker just takes orders in response to the Guests request. The sales person always recommends items that the Guest may not be aware of. (Upselling to CEC Cups, large salads, extra cheese, etc.

4. Fill in the details of our Token Value Deals:

   # 1 $7.50 Savings of (2pts) _____ # of tokens (1pt) _____ # of free tokens (1pt) _____

   # 2 $10.00 Savings of (2pts) _____ # of tokens (1pt) _____ # of free tokens (1pt) _____

   # 3 $20.00 Savings of (2pts) _____ # of tokens (1pt) _____ # of free tokens (1pt) _____

   Answer:
   #1 $2.50, 40, 10
   #2 $4.00, 56, 16
   #3 $10.00, 120, 40

5. What is the process of ringing up (up selling) CEC collector cups with a coupon or for an upgrade on the kids attending a birthday party?
   Ring up as normal then ring up the number of upgrades using the "Promo Upgrade" key.

6. Explain your strategy in selling the party favor bags to birthday guests, as well as walk in birthday guests:

A. What tool is available: **Party Favor Bag Displays or the Party Favor Bag itself**

B. How do you sell the value to the guest: **You show the birthday child's mom the bag and all that it includes!**

C. Selling price of each bag: **$1.99**

7. Give directions to your store for a group of people coming from the west side of town

_____

_____

_____

8. What is your response to a guest that says the following?

	GUEST	YOUR RESPONSE
A.	"I'll have a salad"	**"The all you can eat?"**
B.	"I'll have 2 kids cups"	**"Would you like the Helen or CEC collectors cup?**
C.	"I'll have a lrg Pepperoni"	**"With Extra Cheese?" - "Lots of Cheese"**
D.	Can I get change for the Bill Changer?	**"How about one of our Token Value Deals?" "Which one would you like?"**

9. Explain the Chuck E Nod
Gently nodding your head in response to a Guests need when offering an upsell.

10. True or False Questions:

A.	**True**	You can have the best product in the world, but if you don't sell it you've still got it.
B.	**False**	It is not acceptable to wear or play with merchandise items.
C.	**True**	A guest can pay the difference at the merchandise counter at $.01 per ticket.

KIDCHECK ANSWER KEY
(School of service)
(10 questions)

1) Name the main objective of Kidcheck:

"Everyone that comes together, leaves together."

2) List at least 8 items needed at the Kidcheck stand:

- **Smile**
- **Kidcheck stamp #'s**
- **Kidcheck stamp letters**
- **Ink pad**
- **Stickers**
- **Light**
- **Uniform & Badge (name tag)**
- **Birthday list for the day**
- **Test tokens**
- **Cleaning supplies**

3) Is it necessary to call out all numbers as they leave (why or why not)?

Yes, to give the system credibility that we really are matching the numbers.

B. What do you do it you can not read the guests stamp or the numbers/letters don't match?

Ask each member of the party if they came in together. "Is this your mom or dad?"

4) A) What does each member of a family get?

Same number

B) What does each member of a birthday party get?

Same letter

5) What do you do if someone doesn't want a stamped number?

Offer a stamped sticker

6) Which hand do you stamp?

The closest hand to the light upon exit.

7) You can leave your stand when it's slow? True or False.

False

8) Describe the proper way to answer the telephone?

We'r e making magic here at Chuck E. Cheese's, this is (name), how may I help you.

9) Do we allow teenagers in without a parent or guardian?

No, because we are a family establishment with things to do for kids 2-11.

10) What does each b-day guest receive (that's not scheduled at CEC for a party)?

1) **A visit from CEC**
2) **Birthday song**
3) **Piece of cake with candle**
4) **A 14" helium balloon**
5) **Birthday hat or crown**

SALAD BAR ANSWER KEY
(School of Service)
(21 questions)

1. What are the RQS Top 5 priorities for the salad bar?

   1) Utensils in correct positions.
   2) Product well mounded and full.
   3) Ice up to crock rims.
   4) Kale fresh.
   5) Counter wiped down.

2. What is the recipe for the lettuce mix?

Ingredients	Amounts	
Iceburg lettuce	4	Head(s)
Romaine	1	Head(s)
Carrots	1/6	Full pitcher or 4 ounces
Red Cabbage	1/3	Full pitcher or 6 ounces

3. Describe the lettuce chill bath.

   40 degrees (ice & water). No more than 5-10 min. Let ice melt completely.

4. Into what size pieces should Iceberg lettuce be cut for the lettuce mix?

   1 ½" X 1 ½"

5. When is red cabbage and shredded carrot added to the lettuce mix? (2 pts)

   After the lettuce mix is removed from the water.

6. To what width are red cabbage strips cut for the lettuce mix? What is their length to be?

   1/8" strips **2" to 3"**

7. To what width bell pepper and red onion rings be cut? What width should mushrooms be cut?

   1/4" **1/8"**

8. Approximately how long should broccoli and cauliflower flowerettes be cut?

   1" to 1 ½" long

9. How should cherry tomatoes be stored? Shelf life?
   In container w/lid or a pitcher. **48 hrs**

10. To what width should cucumber slices be cut? Shelf life?

    1/4" **Discard nightly**

11. Kale should be given an ice and salt bath upon arrival and before used as a garnish on the salad bar. True or False.

    False. (Soap bath)

12. Cantaloupe and honeydew melon should be cut into 1" X 1" pieces. True or False? Shelf Life?

    True **Discard nightly**

13. To minimize waste, always use a spatula to utilize every bit of product remaining in salad dressing and prepared salad containers. True or False?

    True

14. When maintaining the salad bar, what is the guideline for determining when condiment crocks should be restocked?

    When less than bountiful or heaping

15. What should be done with any left-over lettuce mix nightly, after closing?

    Thrown away

16. When should crock rotation occur? How many times daily?

    When needed/morning and at shift change. 2

17. At what position should salad utensils be placed on the salad bar?

    5 o'clock

18. What is prepared daily salad bar items are discarded at the end of each night?

    Lettuce mix, cucumbers, eggs, watermelon, strawberries, any unattractive products.

19. What happens to the mushrooms already in crocks on the salad bar at the end night?

    Rotated to make table.

20. What order in priority do we maintain the salad bar?

    Utensils, Product, Ice, Counter, Kale

21. Is it okay to refill crocks at the salad bar from a bulk original container?

    No

CASHIER ANSWER KEY
(School of Service)
(15 questions)

1. What is our store telephone number? _____

2. When you are not using the register, how do you deter people from getting into your drawer?
   By returning to the 4 Square Screen: Press the "Return" key.

3. Who's responsible for counting your drawer at the beginning and the end of each shift?
   Manager on duty along with yourself.

4. What is the guidelines for determining place sets?
   The number in party or by number of drinks ordered or just asking them.

5. What are the four things you should always suggestive sell?

   1. Token values
   2. Extra cheese
   3. Character Cups
   4. Salads

6. Explain the procedure on how to ring up a half and half pizza.
   Select the size first then press "left side" key along with the toppings on first half and then press "right side" key for the 2nd half toppings.

7. A. What comes on the combination pizza?

   Combo: Pepperoni, sausage, beef, black olives, mushrooms, onion & green peppers.

   B. What comes on the vegetarian pizza?

   Veg: Black olives, mushrooms, onions, green peppers, and sliced tomatoes.

8. How many breadsticks come in a basket? **8**

9. What do we have to offer in terms of dessert?
   Brownies, Cotton Candy

10. Explain in detail how to ring up a B-day party? Save it? And Pay it out?
    Select the "party" key from the main menu. Enter number attending the party and the package price. Then ring up the whole order. To save it: select "End Party" and press "Save" - keep receipt for paying it out. To Payout: press "Pay Order". Enter order number and pay out as normal.

11. Can you delete an item after you ended the party? If yes, explain how.
Yes, Select "Review" - depress the item you want to delete and press "Void". You can add or subtract at anytime before the cash drawer is opened.

12. How much is an additional B-day cake?
$7.95

13. What is the correct way of answering the telephone and within how many rings?
We're making magic here at Chuck E. Cheese's, this is (name), how may I help you. Answered within 3 rings.

14. What are the sizes of pizza that we serve and how many slices are in each?

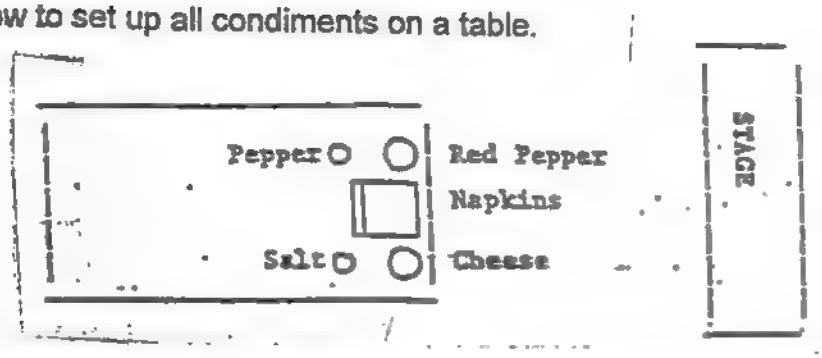
	Slices	Inch
Individual	**6**	**8**
Small	**8**	**11**
Medium	**12**	**14**
Large	**12**	**16**

15. Describe our Token Value Deals.

Amount	# of Tokens	Savings
$7.50	40	$2.50
$10.00	56	$4.00
$20.00	120	$10.00

SHOWROOM ANSWER KEY
(School of Service)
(15 questions)

1. Show how to set up all condiments on a table.



2. How do you know where to deliver a pizza? How do you know how many plates to bring?

Locate ticket # on spotter chart. Says on ticket (count them out)

3. What is the blue stand for? What's our standard?

Checkback on food quality. To checkback on guests withing 2-3 bites after receiving pizza.

4. List the 4 pre-bus points.

1) Remove beverage tray
2) Pizza delivery
3) Mom & Dad alone
4) Mom & Dad done

5. List the 8 Point Service Sequence.

1) Smile and introduce yourself
2) Offer booster/high chair
3) Remove beverage tray
4) Put red # on spotter chart
5) Checkback on food quality
6) Pre-bus, remove plates/napkins
7) Box leftover pizza
8) Thank guest as they leave/bus table

6. What do you do if the guest is not at their table when you deliver their food?

Find them! Leave pizza on table and have section host find them or take red # into Gameroom and call out.

7. What is suggestive selling?

To inform a guest of items they may not be aware of (value building perception).

8. What items can you suggest to guests? (3 items)

Token Value Deals
Favor bags
Merchandise
Desserts
Collector Cups

9. What are the RQS Top 5 priorities of the showroom?

1) 4 Pre-bus points/checkbacks done
2) 15 second delivery
3) Spotter chart used
4) Describe pizza/distribute plates
5) Floors/tables clean

10. What 3 areas of the restaurant are each cast member responsible for? (Ie salad bar)

1) Salad bar
2) Beverage bar
3) Restrooms

11. What's the main objective of Kidcheck?

"Every guest that comes together leaves together."

12. What's our standard with the following?
Live CEC: Every Guest sees a Live Show!
Chuck E on the floor: Every guest sees Chuck E. Cheese

13. How much does each of the following cost?
Lrg pizza box: 39 cents
Sm pizza box: 18 cents
Styrofoam box: 8 cents
Plates: 3 cents

14. Every cast member available should be part of the "Live Show" when it's time for a show? True or False.

True

15. What does each "walk-in" birthday guest receive?

1) A visit from CEC
2) Birthday song
3) A piece of cake with a candle on it
4) A 14" helium balloon
5) A birthday hat or Crown

BIRTHDAY ANSWER KEY
(School of Service)
(15 questions)

1. What is the minimum amount of guests allowed for a birthday party?

   There in no minimum.

2. A) How many toppings do they receive on their pizza? B)What Size? C)How many slices per child?

   A) 1 topping
   B) Medium
   C) 2 slices

3. At what time should the birthday cake be removed from the freezer and placed on the table?

   At the top of the hour (beginning of party).

4. When seating a birthday party, what assistance should the birthday host/hostess offer guests with infants or small children?

   High chairs, booster/seats, etc.

5. How many pieces will an 8" cake yield when cut properly?

   12 slices

6. The birthday host/hostess is to provide the party full service in terms on playing games, pouring soft drinks, serving pizza and cake to each guest. This is "Little John's" only 5 year old birthday. True or False

   True

7. What should be offered to guests who have a lot of packages and gifts to carry on their departure after a birthday party?

   33 gallon trash bag and help them to their car.

8. How many tokens does the birthday child get? **16**
   Each attending child? **16**

9. What does our party package cost per person? **$7.49/$7.99 or $8.99 in Northeast (depends on market)**

10. Arrange the following birthday party procedures into the correct order by numbering each step (1,2,3,etc) in the spaces provided.

3 - Turn in order to Manager or Coordinator to turn into kitchen. All orders turned in at same time (quickly).
- Host/Hostess returns to party and stays with them until pizza arrives.
- Host/Hostess plays with kids (3 games minimum).

1 - Chuck E. and Host/Hostess greet party at entrance to showroom or table.

6 - Birthday announcements.
(Introduce birthday stars enthusiastically with the show prompt.)
- Pre-bus.
- Birthday show (entire cast says "Happy Birthday" to each birthday child after show).
- Serve cake (birthday child first).
- Let kids decorate individual slices.
- Serve coffee (free for adults).
- Pass out autographs of Chuck E.

2 - Seat party.
- Host/Hostess gives token bags to birthday mom.
- Explain party sequence to mom.
- Decorate cake.
- While kids are decorating cake, explain system, guiding their order and take order.
- Take kids to beverage bar (make it fun). Fill drinks if necessary.

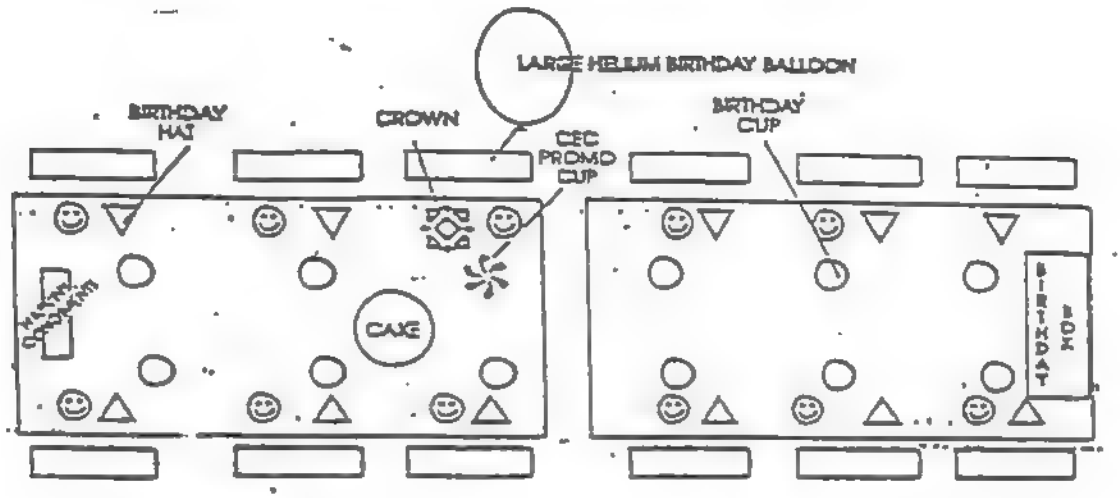
5 - Live CEC/pre-bus/offer beverage refills.
- Remind kid's to stay seated for the upcoming Live Show.

4 - Serve pizza enthusiastically (birthday child first).
- Remind kid's to stay seated for the upcoming Live Show.

8 - Assist guests with packages to car (or locate guest to another table).
- Thank birthday child for allowing you serve him/her.
- Clean up/set-up.

7 - Open gifts.
- Present guest with check (manager)
- Pre-bus

11. Draw the birthday party table set-up.



12. Where does the birthday child sit?

Center seat closest to cake.

13. Describe the birthday balloon display.

14" helium balloon with name for birthday child; balloon for every child in party, in proper holders, attached to napkin holder.

14. Describe the birthday announcement and where is this done.

Ladies and gentlemen ... boys and girls ... if I can have your attention please! We're happy to have you all here today to help us celebrate (number) very important birthdays! Allow me please to introduce our BIRTHDAY STARS here today celebrating their birthdays ... Chuck E. STYLE!

We have ( ) celebrating his/her ( ) birthday. How about a big hand for ( ). Congratulations and a BIG HAPPY BIRTHDAY to you. We hope you're having a GREAT TIME.

Now ... I'm going to ask all of you ... young and old ... kids and grown-ups ... to join all of us here at Chuck E. Cheese's as we sing along with MUNCH'S MAKE BELIEVE BAND ... and the HAPPY BIRTHDAY tribute song to all of our Birthday Stars!

HIT IT, MUNCH!!!

Where? Front and center of showroom stage with the microphone.

15. How many times (minimum) should a manager, on duty, check back with your party?

GAMEROOM ANSWER KEY
(School of Service)
(15 questions)

1. When keeping the gameroom clean it is unnecessary for the Gameroom Attendant to worry about bussing tables? True or False.

   False

2. What is meant by "balancing" the skeeball lanes?

   To insure 9-12 balls per lane (balanced)
   Also checking tickets to insure enough for the shift.

3. What are the first four things to check when a video game malfunctions?

   Plugged in (power cord)
   On/Off switch
   Coin mech & ticket mech
   Start button

4. If you are unable to activate a game which malfunctions, what should be done immediately for a guest who has lost a token in that game.

   Given a test token and helped to another game.

5. During your shift it is important to write down recurring problems with games or rides so the Technician can correct these malfunctions? True or False.

   True

6. An important aspect of providing security in the gameroom is to routinely examine all game machine doors and locks? True or False.

   True

7. Any food or beverage spills in the gameroom should be cleaned up immediately by the Gameroom Attendant. True or False.

   True

8. Creating a "fun" atmosphere through personal contact with the guest is just as important as helping guests when they have a problem with a game or ride. True or False.

   True

9. From a safety standpoint, what area of the gameroom requires a constant attention by the Gameroom Attendant?

   Ballcrawl/Kiddie area

10. The Gameroom Attendant should notify a manager immediately of any unusual situations, guest complaints or guest injuries in the gameroom? True or False.

True

11. List some games that a ballcrawl attendant can play.

Ball toss, juggling, find the CEC doll, etc.

12. Make sure that the kids entering the ballcrawl are wearing their shoes? True or False.

False

13. List the two areas besides the ballcrawl where we can assist our small guests in our gameroom.

Bill changer, skeeball, kiddie rides getting off and on.

14. What should children do with small easily lost items, before entering the ballcrawl?

Give them to Mom & Dad, put them in their shoes.

15. Describe gameroom greeting and why it is important?

"Hi, my name is (_____). I'm the game attendant. If you have any questions, feel free to ask for me." The guest needs to know who to look for if they have a problem.

THE CHARACTER ANSWER KEY
(School of Service)
(15 questions)

1. State the objective of the costume character?

   To entertain our guests and accentuate our characters.

2. List the 6 points of Costume room organization:

   1) Full length mirror
   2) Keep room clear and odor free
   3) Dressing room lights
   4) Costume rack and shelving for all costume parts
   5) Costume care kit.
   6) Chair

3. What is the most important part of character development?

   Your actions

4. What 6 items do you need to bring from home to be a successful costume character?

   1) Running Shoes
   2) Cotton socks
   3) Deodorant
   4) T-shirt
   5) Towel
   6) Sweat band

5. What is the purpose of meeting and greeting our guests?

   To give them the one of a kind attention they don't receive at any other restaurant.

6. Costume characters are allowed to pick up small children? True or False.

   False

7. What 2 things are our character not allowed to do while in costume?

   Talk Write

8. When in trouble what signal should you use?

   The time out signal

9. In an emergency situation what 3 things will make the difference between success and disaster?

   Think clearly **Act quickly** **Remain calm**

10. It is OK to go out in a costume with missing parts or rips & tears. True or False.

False

11. What is our standard for performing a Live Show? How often?

So every guest see's a Live Show

12. What outfit is worn when performing the Live Show?

The Tux outfit

13. What is our standard for appearances of Chuck E. Cheese on the floor?

So that every guest see's Chuck E. Cheese

14. As long as a guest sees some of the other characters (ie Helen), is it OK for Chuck E.Cheese not to make an appearance for the guest. True of False.

False

15. Do our guests during lunch expect the same Chuck E. Cheese appearances (including Live Show) as our dinner guests? Yes or No.

Yes

ANSWER KEY

SCHOOL OF KITCHEN
TEST BOOKLET AND
SKILL VALIDATION CHECKLISTS

Chuck E. Cheese's General (17 questions)

Kid Check (10 questions)

Sanitation/Storage (10 questions)

Dough (25 questions)

Pizza Make (20 questions)

Oven Cut (20 questions)

This test booklet will be kept on file and used again during cross training of a new position. Please fill in your test scores as you pass them. Training audits occur every two to three months.

FEBRUARY
1997

ANSWER KEY - CHUCK E. CHEESE GENERAL TEST
(17 questions)

Score: _____
Graded By: _____

1. What 3 areas are we (everyone as a team) responsible for no matter what area of the restaurant we are working in?
   - **A. Salad Bar**
   - **B. Beverage Bar**
   - **C. Restrooms**

2. What are the 2 rules we have here at Chuck E. Cheese's?
   1. **Every Guest leave happy. (a raving fan)**
   2. **Have fun while you work.**

3. A. List the 4 steps in operating a fire extinguisher.
   B. How many and where are they located in your restaurant?

   A. 1. Pull Pin
   2. Direct at base
   3. Squeeze trigger
   4. Stand 8-10 feet away

   B. How many in your location - Varies per location

   Where: varies per location

4. The safest condition for food storage is below _____ degrees and above _____ degrees.

   ANSWER: Below 40 Above 140

5. How often must the vacuum cleaner bags be emptied or changed?
   Daily

6. When making ice tea and coffee, what and how many bags are used?

	ICE TEA	COFFEE
shape bag:	**square**	**round**
# per gallon:	**1 (3 total)**	**1**

7. Describe the 4 Pre-bus Points.
   - **A. Beverage bar - prebus beverage trays, 1st point of contact**
   - **B. Pizza Delivery - loose napkins, salad bowls**
   - **C. Mom & Dad Alone - prebus kids plates/napkins**
   - **D. Mom & Dad Done - prebox, prebus plates/napkins, only cups are left**

8. Write the location of each item's proper position on the table:

Red Pepper	**left behind black pepper**
Napkin Holder	**center against wall or edge of table**
Cheese	**right behind salt**
Salt	**right in front of cheese**
Black Pepper	**left in front of red pepper**
Balloon Holder	
Table Tent display	

9. What is the proper set up of the highchair?
   - **A. Clean**
   - **B. Replace bib**
   - **C. Buckled up for next Guest's use**

10. What are the RQS Top priorities for the restroom?
    1. **15 minute checklist used**
    2. **Stocked (paper & soap)**
    3. **Toilets & urinals flushed**
    4. **Sinks & mirrors clean**
    5. **Floors clean & dry**

11. State the proper uniform of a Star Cast Member.

Baseball cap (red)	**CEC issue grey checked shirt**
Nametag	**Blue pants or shorts**
Red Apron	**Socks (white athletic style-calf height)**
Black belt	**Shoes (all white athletic style, low cut,**
No excessive jewelry	**white shoe strings.**
SMILE!!!!!!	

12. List the four steps in handling a Guest complaint.
    1. **Smile**
    2. **Listen**
    3. **Apologize**
    4. **Manager**

13. Name at least 5 components that make up our concept here at Chuck E. Cheese's.

1. Birthdays	**2. Families**
3. Merchandise	**4. Characters - Show**
5. Chuck E. Cheese	**6. Food/Drinks**
7. Games/Rides, etc.....	

14. Define suggestive selling or 2 reasons why we do it.
    Informing the Guest of items that they may not be aware of (value building)

15. What items can we suggestive sell (list at least 4)?
Tokens, Favor bags, Collector cups, extra cheese, salads, merchandise, cotton candy

16. What is the maximum number of times the phone can ring and describe the proper way to answer the telephone?

A.	**Max # of rings:**	**3**
B.	**How to answer**	**"We're making magic here at Chuck E. Cheese's, I am (name), how may I help you?"**

17. Explain to a guest why we have Kid Check (what's the purpose)
"To ensure that everyone that comes together, leaves together."

KIDCHECK ANSWER KEY
(School of service)
(10 questions)

1) Name the main objective of Kidcheck:

"Everyone that comes together, leaves together."

2) List at least 8 items needed at the Kidcheck stand:

Smile
Kidcheck stamp #'s
Kidcheck stamp letters
Ink pad
Stickers
Light
Uniform & Badge (name tag)
Birthday list for the day
Test tokens
Cleaning supplies

3) Is it necessary to call out all numbers as they leave (why or why not)?

Yes, to give the system credibility that we really are matching the numbers.

B. What do you do it you can not read the guests stamp or the numbers/letters don't match?
Ask each member of the party if they came in together. "Is this your mom or dad?"

4) A) What does each member of a family get?

Same number

B) What does each member of a birthday party get?

Same letter

5) What do you do if someone doesn't want a stamped number?

Offer a stamped sticker

6) Which hand do you stamp?

The closest hand to the light upon exit.

7) You can leave your stand when it's slow? True or False.

False

8) Describe the proper way to answer the telephone?

We'r e making magic here at Chuck E. Cheese's, this is (name), how may I help you.

9) Do we allow teenagers in without a parent or guardian?

No, because we are a family establishment with things to do for kids 2-11.

10) What does each b-day guest receive (that's not scheduled at CEC for a party)?

1) A visit from CEC
2) Birthday song
3) Piece of cake with candle
4) A 14" helium balloon
5) Birthday hat or crown

ANSWER KEY - DOUGH TEST
(25 questions)

Score: _____
Graded By: _____

1. What is the dough recipe?
   - **water temperature - range 70-80 degrees**
   - **water quantity - 23 ½ lbs for 50# bag of dough mix**
   - **water quantity - 11 3/4 lbs for 25# bag of dough mix**

2. What should the finished dough temperature be after mixing?
   - **finished dough temperature 76-82 degrees**

3. How long should the dough be mixed and on what speed?
   - **time - 7 minutes**
   - **speed - 1**

4. Should the mix or the water be added to the mixing bowl first?
   - **water**

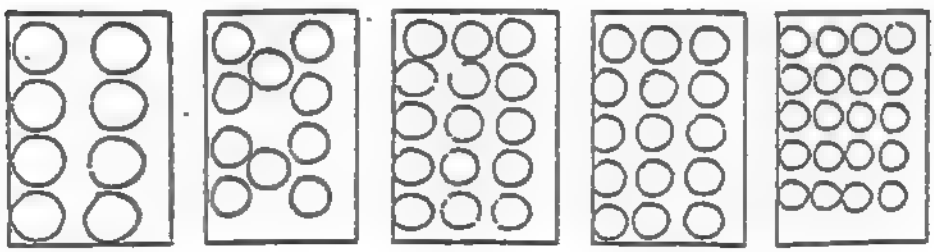
5. What is the maximum amount of time allowed between mixing the dough and getting dough buns into the walk-in?
   - **30 minutes**

6. What are the proper weights for each size bun?

Large	**22 ounces**	**Small 11 ounces**	**Breadsticks 11 ounces**
Medium	**17 ounces**	**Individual 6 ounces**	

7. Draw a diagram of how dough buns should be placed in trays.

Large **Medium** **Small** **Breadsticks** **Individual**



8. What is the shelf life of the dough after mixing?
   - **38 hours**

9. When labeling trays of dough buns, which day sticker is placed on the tray of buns?
   - **Next Day**

   What additional information must be indicated on the day dot sticker for each day?
   - **Size of buns** **Time refrigerated**

10. Why must the entire dough ball surface be brushed with oil before refrigerating?
    - **to keep it from drying out and cracking**

11. At what time should the racks of dough buns be covered in the walk-in?
    - **when the largest size reaches 42 degrees or colder**

12. What is the minimum length of time the dough buns must be refrigerated before they can be used for rolling and panning?
    - **6 hours**

13. What should the maximum temperature of the walk-in be for proper storage of dough buns?
    - **42 degrees**

14. If dough buns grow too large and too close together during refrigeration what are the 3 most likely causes?
    - **walk-in too warm**
    - **dough covered too soon**
    - **finished dough temperature not between 76-82 degrees**

15. How soon should the dough buns be rolled after removing from the refrigerator?
    - **at least 20 minutes**

16. How many time should the crust pass through the top and bottom roller of the roller machine?

    Top: 1 **Bottom: 1**

17. If it is necessary to "stretch" a crust larger, describe how to do this.
    - **allow the crust skin to drape over your fists and gently rotate skin in a circular motion over knuckles until it is the proper size.**

18. Is it necessary to remove excess flour from the surface of a rolled pizza skin?
    - **Yes**

19. Which sizes of pizza crusts should be docked after rolling?
    - **breadsticks**

20. When adjusting the unbaked crust into the pizza pan, how far from the top edge of the pan should the crust come?
    - **1/4 inch**

21. Normally how long does it take to proof pizza crusts in the pan?
    - **2 to 3 hours**

22. List 5 identifiers of a fully proofed, unbaked crust.
    - **bottom & lip of crust are very puffy; 2 to 3 times their original thickness**
    - **lip of crust is well rounded and full**
    - **when bottom of crust is pressed lightly with finger, finger impression should remain in dough; ie: dough does not spring back anymore**
    - **crust feels light & airy to the touch**
    - **crust is soft and slightly moist, not crusty, hard or dried; not wet; and no signs of condensation.**

23. What is the maximum amount of time proofed, unbaked crusts can be held under refrigeration before use?
    - **4 hours**

24. The dough water temperature log should be used when making each batch of dough.
    TRUE Or FALSE **Answer: True**

25. Explain the purpose of the 3 stage rollout?
    - **to have prepared (proofed) skins during various business volumes. Eliminating any over-proofing and/or refrigeration.**

ANSWER KEY - SANITATION/STORAGE TEST
(10 questions)

Score: _____
Graded By: _____

1. The most common of the disease causing microorganism is:
   a. Bacteria
   b. Parasites **ANSWER: Bacteria**
   c. Viruses

2. Bacteria can thrive almost anywhere because it requires little for rapid growth. The favorable temperature zone when bacteria grows is: _____.
   ANSWER: between 40-140 degrees

3. Food borne intoxication = toxins do not change the flavor of food.

   TRUE or FALSE **Answer: True**

4. Staphylococci: organisms produce toxins which can cause severe illness in man. Man is also the main source of staphylococo: Outbreaks occur from:
   a. Nasal discharge
   b. Skin infections **ANSWER: D. All the above**
   c. Infected cuts or boils
   d. All of the above

5. Botulism has a high death rate. 65% of infected persons die. DO NOT use any product that has defects, such as dents, rust or leakage.

   TRUE or FALSE **Answer: True**

6. Cross contamination spreads salmonella from one product to another. (IE: raw beef (prep) to salad (prep).

   TRUE or FALSE **Answer: True**

7. Chemical poisoning can be caused by:
   a. Not storing all cleaning supplies away from food.
   b. Spraying pesticides near food service areas.
   c. Not washing all vegetables thoroughly before prepping.
   d. All the above.
   ANSWER: D. All the above

8. Proper rotation helps maintain product quality, minimize waste, and reduce confusion. We rotate and store our products with the following guidelines:
   a. First in first out. (FIFO)
   b. Dated and rotated
   c. Food products stored along with chemicals
   d. A and B
   e. All the above
   ANSWER: D. A and B

9. It is not so important to have all lights working, the storage room labeled and organized and clean at all time.

   TRUE Or FALSE **Answer: False**

10. It is okay to use the same knife without cleaning it to prep lettuce and Canadian Bacon.

    TRUE Or FALSE **Answer: False**

ANSWER KEY - PIZZA MAKE TEST
(20 questions)

Score: _____
Graded By: _____

1. List 5 identifiers of a fully proofed, unbaked crust.
   - **bottom & lip of crust are very puffy; 2 to 3 times their original thickness**
   - **lip of crust is well rounded and full**
   - **when bottom of crust is pressed lightly with finger, finger impression should remain in dough; ie: dough does not spring back anymore**
   - **crust feels light & airy to the touch**
   - **crust is soft and slightly moist, not crusty, hard or dried; not wet; and no signs of condensation.**

2. Describe how to properly sauce a pizza crust.
   - **Use a heaping ladle of sauce, spread sauce over surface using a flat spatula for complete coverage. Center of pizza having only a thin layer of sauce, no sauce on the lip of crust.**

3. If you are in a rush to get a pizza cooked quickly, you should push the pizza into the oven cavity to start it baking?

   TRUE or FALSE **Answer: False**

4. Diced green peppers and onions should be thoroughly drained before being placed on the make table.

   TRUE or FALSE **Answer: True**

5. What is the preparation for tomatoes for a vegetarian pizza?
   - **3/16" slices cut in half**

6. Canadian Bacon should be quartered before being placed on a pizza. Describe the placement on the pizza.
   - **with the round to the round of the crust, with the pointed edge towards the center.**

7. After evenly brushing the surface of the breadstick dough with garlic spread, evenly distribute a heaping 2 ounce souffle cup of Parmesan cheese over the dough.

TRUE or FALSE **Answer: False (level ladle)**

8. Is it acceptable to pre-butter and cheese breadsticks prior to order (pre-make)?

YES or NO **Answer: NO**

9. Referring to the portion control chart above the make table, what guide lines should be followed when determining the amount and order in which toppings are placed on a multiple topping pizza?
   - **first topping...white portion**
   - **all other toppings use shaded coded portions**
   - **place toppings in order shown from top to bottom of chart**

10. Dough for breadsticks may be placed to the window side or the back of the oven and baked one pass through in a single small pizza pan.

TRUE or FALSE **Answer: False (window side only)**

11. Pizzas with two toppings or less are placed to the window side of the oven. Pizzas with three or more toppings to the back side of the oven.

TRUE or FALSE **Answer: True**

12. It is not necessary to weigh out ingredients for pizzas and sandwiches when you are in a rush.

TRUE or FALSE **Answer: False**

13. It is permissible to mix the ingredients on a combo pizza.

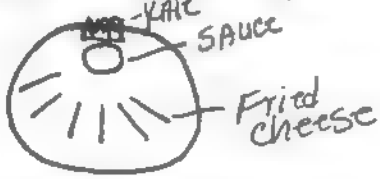
TRUE or FALSE **Answer: False**

14. What are the three sandwiches we serve and what ingredients go on them before heating?
    - **Italian Sub - 16 pepperoni, 2 ounces ham & 2 slices provolone cheese**
    - **Ham & Cheese - 2 slices provolone cheese, 2 ½ ounces ham and 2 more slices provolone cheese on top**
    - **Turkey Melt - 2 ounces turkey, 2 strips bacon, 2 slices provolone cheese on a wheat roll**

15. What procedure do we use for heating sandwiches?
    - **place bottom and top of roll onto small double stacked pizza pan, with the top of the roll leading, place in oven accordingly to the oven you have**

16. Draw the proper presentation for fried cheese.

    6 pieces with a piece of Kale and warm pizza sauce.



17. Draw the proper presentation for a sandwich.
    - **place a bag of potato chips behind the sandwich on the right rear side of basket, place kale leaf, cherry tomato and an pepperoncini in the vacant area on the left rear side of basket**

18. Why do we place the vinegar on first when dressing sandwiches?
    - **so that the vinegar does not run off as it would if it were placed on after oil**

19. What is the recipe of the garlic mix for the breadstick?
    - **Butter - 16 ounces Garlic Powder: 1 ½ ounces**

20. Do we store the turkey (in the walk-in) inside the original bag or in a separate lexan container?
    - **in the original bag**

ANSWER KEY - OVEN/CUT TEST
(20 questions)

Score: _____
Graded By: _____

1. State the attributes of a properly baked pizza appearance.
   - **crust should be dark golden brown color on top of lip and bottom of crust**
   - **lip of crust should be puffy, raised and well rounded and of even size & color around entire edge**
   - **crust should be ½" thick on bottom and 3/4" thick on lip**
   - **the lip of crust should glisten after brushing with garlic margarine, however, there should be no pooling of oil or grease from it on the pizza**
   - **bottom and lip of crust should be crunchy and crisp on exterior, tender and bread like on interior**
   - **cheese on top of pizza should be browned and well melted**

2. How many cuts do we give each size of pizza and how many pieces result for each size?

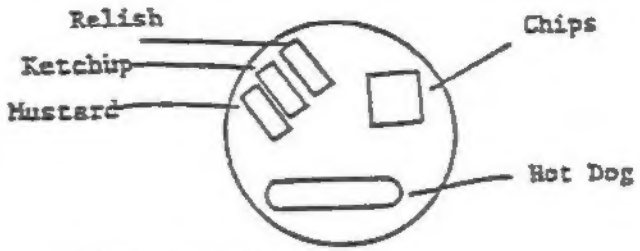
	CUTS	PIECES
Large	**6**	**12**
Medium	**6**	**12**
Small	**4**	**8**
Individual	**3**	**6**

3. What thickness do you cut the following items at the sandwich station?

Lettuce: **1/8 = 2/16**
Tomato: **3/16**
Onion: **1/16**

4. Describe how to serve breadsticks.
   - **After exiting oven, separate breadsticks with a spatula, then place smaller pieces on bottom - display in a basket with kale, ranch dressing & hot pizza sauce closest to breadsticks**

5. Draw the proper hot dog presentation and condiment placement in the circle which represents the pizza plate.



6. Pizza Sauce must be warmed to ____°F before serving.
   - **- 150 degrees**

7. What is the proper temperature and belt speed for the oven?

   MM 200:
   Ans: _____°F _____min/_____sec

   - **480 5 min/30 second**

   MM JS250
   Ans: _____° _____sec/ft.

   520 48 sec/ft

8. What is the recipe for Garlic Spread which is used on the breadsticks and pizza crust?

   Ans: Liquid Margarine: _____ **Answer: 16 ounces**
   Garlic Powder: _____ **1 ½ ounces**

9. The pizza time must be called out on every product exiting the oven.

   TRUE or FALSE **Answer: True**

10. The maximum time a product can sit in the pizza pick-up window is _____ seconds.
    - **15 seconds**

11. What do you do if it sits in the window longer than the time allowed?
    - **you run it yourself/get someone**

12. What do you do to the baked pizza after removing from the pan and before cutting it?
    - **lightly brush the lip of the crust with garlic spread**

13. Where is the butter brush stored?
    In the container or on the side **Answer: on side**

14. Why is it important to deliver and serve the pizza quickly after it is placed onto the serving tray?
    - **the pizza crust will get soggy as it sits in the tray**

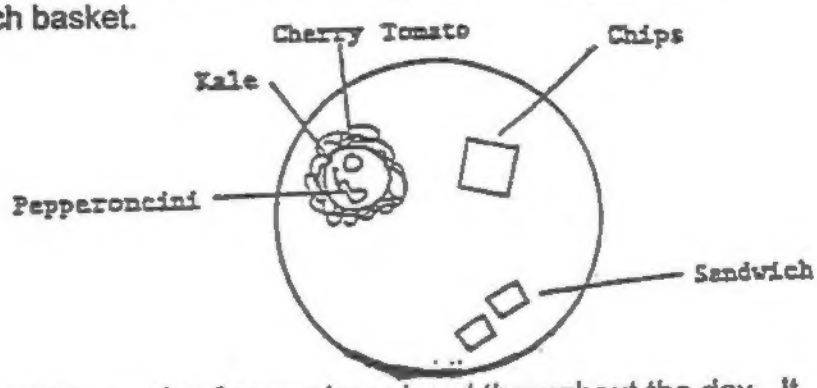
15. _____ minutes is our maximum allowable pizza service time.
    - **Ten (10)**

16. What ingredients go on each sandwich to complete it after it exits the oven?

    Ham & Cheese and Italian Sub:
    - **3 tomato slices, 1 ounce shredded lettuce and 5 onion rings, generously sprinkle vinegar, oil, seasoning blend and Parmesan cheese (in that order) over tomato, lettuce and onions, making sure all ingredients are distributed evenly across entire length of sandwich**

    Turkey Melt:
    - **3 tomato slices, 1 ounce shredded lettuce (in that order), liberally spread 2 tablespoons of honey dijon dressing on top roll**

17. Draw the proper presentation for a sandwich using the following circle to represent the sandwich basket.



18. Always insure an adequate supply of sauce is on hand throughout the day. It must be stirred every 30 minutes so that it will not thicken or burn.

    TRUE or FALSE **Answer: True**

19. The oven "shut down" procedure should always be in the following order:
    1. burner switch off
    2. temp below 200 degrees - blower off
    3. conveyor switch off

    TRUE or FALSE **Answer: True**

20. What are the RQS Top 5 priorities for the kitchen?
    - **proofed skins/Q&Q**
    - **scales used/chart followed**
    - **pizza quality traits**
    - **time less than 10 minutes and called out**
    - **area NCO and restocked**

CHUCK E CHEESE'S UNIVERSITY:
TEAM^2 LEADER MANUAL

INCLUDES HAND WRITTEN EMPLOYEE NOTATIONS

Date of Origin: 1996-1997
Archived: 3-27-23
Submission by VegaNova
Version 1.0

The documents contained herein are for educational use only. Please do not replicate, redistribute, or make any unauthorized printings. All intellectual property including characters, artwork, photography, and slogans are trademark and/or copyright their respective owners.